United Way

Volunteer Connection

Agency User's Manual

Updated September 2012

Helping you help others.

United Way
of Marathon County

Introduction

Welcome to our volunteer community!

This user's manual has been designed to help you and your agency understand Volunteer Connection and the services we offer. In this manual, you will learn the benefits of using our online volunteer matching database for posting volunteer opportunities, as well as GoodsMatch (donation) requests. Please keep this manual to use as a support reference.

Staff is available Monday- Friday, 8am-5pm to further assist you.

United Way
Volunteer Connection

United Way of Marathon County
137 River Dr., Wausau, WI 54403
Phone: 715-848-2927
Fax: 715-848-2929
Website: www.unitedwaymc.org
volunteerconnection@unitedwaymc.org

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About Us

What is Volunteer Connection?

Volunteer Connection is a program of the United Way of Marathon County whose purpose is to connect volunteers and organizations with opportunities to serve.

Who are we?

Volunteer Connection staff:

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Program Director
715-848-2927 X303
skaiser@unitedwaymc.org

Anita Norton-Heil,
Program Assistant
715-848-2927 X319
anortonheil@unitedwaymc.org

Where are you located and how can we contact you?

Volunteer Connection is housed in the United Way office located on the north end of River Drive, in the lower half of the Masonic Building. This is across the street from the JCPenney corner of the Wausau Center Mall, located on the city bus line.

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What services does Volunteer Connection provide?

Online Volunteer Matching Database: Our online database allows agencies in Marathon County to register and post volunteer opportunities, recruiting the right volunteers for their organization. Listings will display areas of interest, skills or availability, all searchable by volunteers.

GoodsMatch: An online bulletin board which allows nonprofit organizations to publicly post donation needs. Examples of such items include clothing, office supplies, vehicles, and personal care items. Community members can browse the list of needs, reply with a donation, or post other items available for donation. You may choose to receive email notifications when these new items are posted for donation.

BoardsMatch: Recruit volunteers that share a passion for your organization's mission to serve as board members. You will have the opportunity to include desired knowledge or skills.

Disaster Skills Bank: Post your training opportunities before a disaster strikes and disaster projects available for volunteers following a disaster. Access volunteers interested in disaster response who possess the interests/skills you require for a disaster project.

Pro Bono Consulting: Connect with services of volunteers donating their professional skills on a short-term, project basis to support the work of nonprofit organizations in our community.

Benefits of Online Volunteer Matching

Connect with Volunteers

- Customize your listings to connect to hundreds of potential volunteers who have the skills and requirements that your agency needs to succeed.
- Get a larger, more diverse pool of volunteers. Posting information online provides the chance to reach the vast population of those accustomed to using the Internet to locate information.
- Posting online gets you exposure 24 hours a day, 7 days a week. This gets your information out to the public in an effective and efficient manner.
- Direct access of contact information is available to both your agency and to potential volunteers.
- One-day volunteer opportunities and events automatically appear on a calendar volunteers can use to search for opportunities on a specific day.
- Use our Event Management Tool (VEM2) for events requiring large numbers of one-time volunteers. Volunteers can register themselves for projects and shifts.

Exposure Online for your Agency

- The more places your name appears, the more likely potential volunteers and interested community members will find and connect with you.
- Drive traffic to your existing website.
- Availability to use the calendar feature allow you to highlight date specific events.
- Opportunities and needs updated on Volunteer Connection's website are submitted to the media. This provides additional exposure both on and offline.
- An electronic newsletter with agency, opportunity, and general volunteer information is distributed to registered volunteers (currently 900+) four times/year.

Improve your Agency

- Online volunteer matching provides the opportunity to keep your agency in tune with current technology. And it's easy to use and maintain!
- Take advantage of the freedom to update your own agency information and volunteer opportunities. Do this online, any time, from any computer.
- Enhanced recruiting methods free your staff for other tasks.
- Convenient administrative tools are available to track the success of your web efforts and improve marketing.
- Online tools are available to track your volunteers and their hours.
- Reduce both internal and external paperwork involved in recruiting volunteers.
- Post donation needs and search for available goods using GoodsMatch.
- Choose to receive email notifications when new donated goods are posted by community members and other agencies.

Service Agreement

Volunteer Connection's Responsibilities

- Strive to continually improve our services by responding to the changing needs of the community, agencies, and volunteers.
- Promote volunteerism and offer volunteer recognition opportunities.
- Offer annual training opportunities as well as onsite visits upon request.
- Review your agency postings and activate them in a timely manner or let you know if there are questions or concerns about your postings.
- Provide nonprofits access to GoodsMatch for posting donation requests and items available for donation.
- Serve as a point of contact for information, registration, and other needs for volunteer-related projects.
- Offer direct access to your agency no matter where service is accessed.
- Collaborate with United Way's 2-1-1 to offer volunteers an opportunity to connect with our agencies 24 hours a day.

Your Agency's Responsibilities

- Confirm that you are a legally incorporated non-profit or government entity, school, faith-based organization, community or student organization, or neighborhood association recognized as such by a city or county.
- If a for-profit, volunteer opportunities must be of a human service nature and/or designed to enhance quality of service to clients.
- Provide volunteer opportunities that fulfill a charitable mission.
- Provide volunteer opportunities which DO NOT seek volunteers to lobby for a political party or issue; fundraise as a primary volunteer function; discriminate based on race, color, religion, sex, sexual orientation, marital status, age, national origin, political belief, or physical or mental disability; or charge a fee to participate.
- Provide a safe environment in which to work and make reasonable accommodations to make volunteering at your agency accessible.
- Contact referred volunteers at the earliest opportunity. Refer unplaced volunteers back to *Volunteer Connection*.
- Update information about your agency, volunteer opportunities and GoodsMatch listings bi-annually or as needed. Edit as your needs change. Remove when filled.
- Inform *Volunteer Connection* of any changes in your contact information.
- Provide volunteers with service descriptions, orientation, training (where necessary), supervision, evaluation, and recognition to ensure effective volunteer service and satisfaction.
- Ask volunteers where they learned about your volunteer opportunities and report the success of recruiting through *Volunteer Connection* in an annual, end-of-the-year survey.
- Screen and interview all referrals from *Volunteer Connection* as you would a volunteer from any other source. Consider background checks for all volunteers.

Frequently Asked Questions

Will this service cost anything?
Volunteer Connection services are funded through United Way and are available at no cost to you. The online database is free of charge for both agencies and volunteers.

What are all these forms?
Although it may look tedious, filling out the forms really isn't so bad, It's the comprehensive information we collect from you on these forms that makes our unique search engine possible. The Agency Signup Form allows you to describe your organization. Your mission, structure and history help others understand your agency and its purpose. The Opportunity Signup Form allows you to give a specific description of a volunteer opportunity or event at your organization. It is up to you to submit forms for each distinct opportunity.

How does the *Volunteer Connection* site work?
Simply put, this service matches the right volunteers to the correct agency in an efficient manner for both the volunteer and the organization. Someone is interested in volunteering. They come to our site and tell us what their interests are, what skills they can apply, what time constraints they have, or where in Marathon County they'd like to volunteer. Our website instantly creates a list of the volunteer opportunities that best fit their profile. The volunteer then reads through the descriptions and picks an opportunity of interest. From there, the volunteer and the agency can connect and work together.

What sort of volunteers will I get?
A diverse population is able to access the online matching volunteer database. You will find students of all ages, professionals from various fields, homemakers, retired individuals, corporate executives, and employees of other nonprofits. Anyone looking to make a difference may come to this website!

Can I help improve the effectiveness of *Volunteer Connection*?
Yes, in many ways! Mention Volunteer Connection to your friends at other agencies. The more agencies registered with us, the more options we have to offer volunteers, and the more volunteers we can attract. Mention us to your volunteers. The more people who register information with our site, the more information we can provide to agencies to help improve their programs. Working together, we can build a better community!

How can for-profit agencies get involved?
We have opened our services to both nonprofit and for-profit agencies in Marathon County. For-profits are limited to volunteer listings of a human service nature and/or designed to enhance quality of service to clients. For-profit agencies may not use the GoodsMatch feature to request donations or the Pro Bono Consulting program.

Agency Registration Checklist

Before registering your agency

The initial registration process for your agency will take approximately 15 minutes. Be sure to have the following information handy in order to complete the process in a timely manner.

__ Agency's mission statement

__ Agency's description of services (What does your agency do?)

__ Primary agency contact with up-to-date email, phone number, and address

__ Password for your agency to use to access the site and update your information

__ Agency logo (Add your agency logo once to appear on all your listings. Logos may be no larger than 2 ½ inch square (32 KB), and must be in jpg or gif format.)

__ Volunteer opportunity description including:

- Opportunity title
- Opportunity description including the benefits to the volunteer
- Who the volunteer(s) will work with
- Frequency of opportunity (one time, weekly, monthly, occasionally)
- Type of volunteer accepted (e.g. groups, families, youth, court required)
- Time of day
- Skills required
- Contact name, phone, and email for each opportunity
- Location of opportunity and access to public transportation
- Appropriate keywords for the specific skills and interests required for each opportunity. *See the list of available keywords on following page.*

Helpful Hints:

- *Much of the information requested is already found on your website or other documents. You can easily cut and paste into the Volunteer Connection database.*
- *This is your opportunity to introduce the work you do to others who might be unfamiliar with it. Take advantage of this opportunity and sell yourself!*
- *Be sure to write down your agency name and password exactly as entered. You will need this each time you use Volunteer Connection.*

Keywords

Each volunteer opportunity is assigned searchable keywords from the following lists:

Interest-Related Keywords

Advocacy & Human Rights
Animals
Arts & Culture
Disaster/Emergency
Domestic Violence & Abuse
Drug/ Alcohol Abuse
Environment & Parks
Food Pantry
Gardening/Landscaping
Homelessness
Hospice Care
Housing
Legal & Justice
Literacy
Mental Health
Mentoring Services
Outdoors
Poverty
Recreational Activities/Sports
Walk For A Cause

Skill-Related Keywords

Arts & Crafts
Budgeting/Bookkeeping
Caregiver
Child Care
Coaching
Companionship
Computers/ Technology
Construction/ Maintenance
Errand Running/ Shopping
Fund Development
General Labor
Health Care
Housework
Information &Referral
Language Translation/Instruction
Marketing/Communications
Meal Prep, Serving, & Delivery
Office/Clerical
Painting/Wallpapering
Performer/Musician
Photography
Professional/Technical
Project Management
Public Relations/Outreach
Public Speaking
Research/Evaluation
Special Events
Tax Prep
Teach/Tutor
Transportation/Driver
Volunteer Management
Writing/Editing

Time-Related Keywords

Mornings	Afternoons	Evenings	Weekdays
Weekends	One-time	Occasional	Monthly
Weekly	Ongoing	Flexible	Flexible - Projects from Home

***Additional keywords can be added to these lists upon agency suggestion.**

Suggestions for a Great Listing

You only get one chance to make a first impression. This is also true when the first impression happens online with *Volunteer Connection.* Prospective volunteers are making assumptions about your organization and your program based on how you present them online. They can be motivated and excited to help based on what they learn from your listings, or they may pass right over your listing without a second glance.

Make sure your listings generate the most activity. Follow these rules:

- ✓ **Make the headline work for you.** This is your hook. Make it compelling, fun and informative. Also, opportunities are alphabetized and searched on by the first word of the headline. Be sure the first word is relevant to the opportunity.

  ⇨ "Teach a Child to Read—Literacy Tutors Unlock the World" has more impact than "Volunteers Needed To Teach Reading"

- ✓ **Include only one opportunity per listing.**

  ⇨ **"**Caregiver & Gardener Needed" are two separate opportunities.

- ✓ **Correct grammar and spelling.** Careless proofing leaves a negative impression.

  ⇨ **"**Two Bored Member Needed" Sends the wrong message and implies agency carelessness.

- ✓ **Use short sentences.** Use sentences that are to-the-point but still descriptive.

- ✓ **Keep it brief.** Strive for no more than 100 words per listing or about 5 total sentences while being sure to relay all of the necessary information.

  ⇨ "Help others build their dreams. Whatever your gifts, we can put them to use. Our job is to give a hand up, not a hand out. Qualifying families work alongside volunteers, building homes. It's amazing what we can do together."

- ✓ **Write accurate task descriptions.** Include a clear description of the volunteer opportunity in a positive way. Get the volunteer excited about working with you!

  ⇨ "Skip the gym—Plenty of strength training opportunities provided digging post holes for Born Learning Trail markers. Endurance awards will be given!

- ✓ **Make an impact.** Describe how your organization makes an impact and be clear about how your volunteers play a role. Let people know how the community appreciates what you do.

  ⇨ "Dedicated pantry workers insure that 85 families have enough food for the week. Pantry has been community supported for over 10 years."

- ✓ **View your listing as a volunteer.** Look at your listing as the volunteer will see it. Does your headline stand out in search results? Does it communicate clearly?

  ⇨ Headline: "Dog Walkers and Cat Cuddlers" will catch your eye if you're an animal lover.

How to Register your Agency

The sign up process occurs in 3 major steps:

Step 1. Enter your agency's name and detailed information.
Step 2. Enter at least one volunteer opportunity.
Step 3. Await approval of your registration.

To get started: Go online to: www.unitedwaymc.org

First Screen

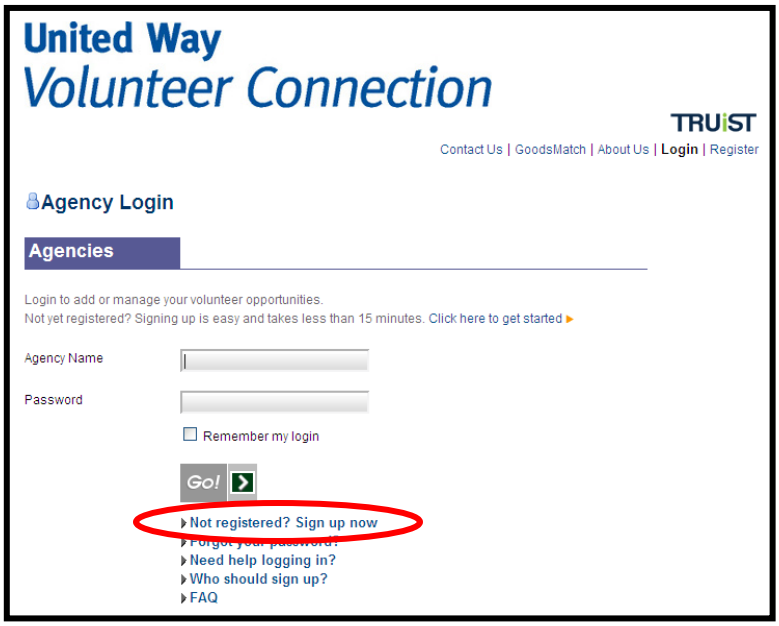
Go to the blue Volunteer menu on the left and click on ***Volunteer Connection***

Second Screen

Click **Agency Log In** under "Agencies" in the left margin

Third Screen

Since you are a new agency, Click on **Not Registered? Sign Up now!**

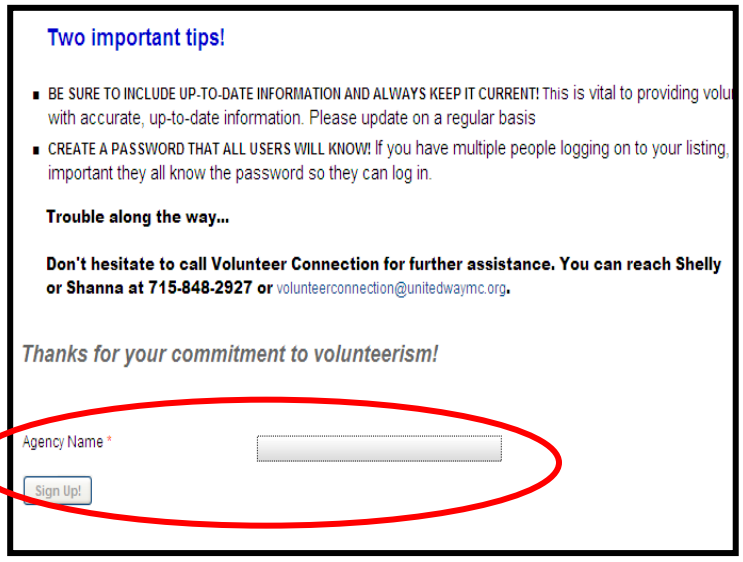

United Way
Volunteer Connection
TRUIST
Contact Us | GoodsMatch | About Us | Login | Register
Agency Login
Agencies
Login to add or manage your volunteer opportunities.
Not yet registered? Signing up is easy and takes less than 15 minutes. Click here to get started
Agency Name
Password
Remember my login
Go!
Not registered? Sign up now
Need help logging in?
Who should sign up?
FAQ

Fourth Screen

Entering Your Agency's Name

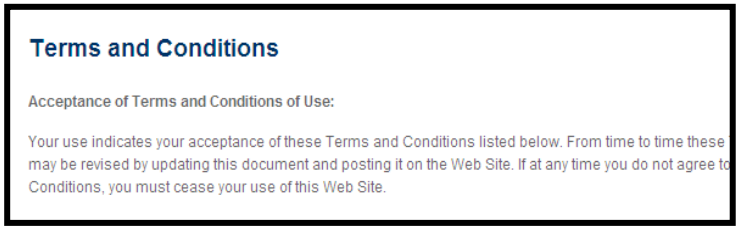
Helpful Hint: This is where you will be reminded of the three steps necessary to register your agency. Note the important tips on this page.

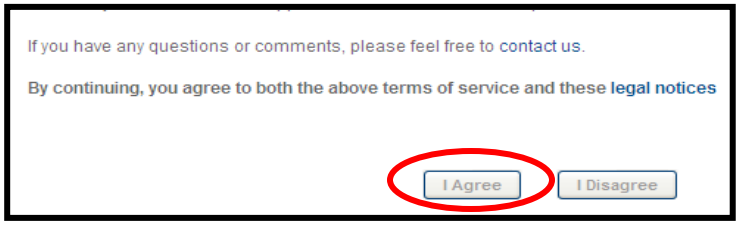
Begin Step 1 and enter your agency's name at the bottom of the form. Click **Sign Up!**


Two important tips!
BE SURE TO INCLUDE UP-TO-DATE INFORMATION AND ALWAYS KEEP IT CURRENT! This is vital to providing volu
with accurate, up-to-date information. Please update on a regular basis
CREATE A PASSWORD THAT ALL USERS WILL KNOW! If you have multiple people logging on to your listing,
important they all know the password so they can log in.
Trouble along the way...
Don't hesitate to call Volunteer Connection for further assistance. You can reach Shelly
or Shanna at 715-848-2927 or volunteerconnection@unitedwaymc.org.
Thanks for your commitment to volunteerism!
Agency Name *
Sign Up!

Fifth Screen

Read the Terms and Conditions. Contact us if you have questions. To continue registering your agency, click **I Agree**


Terms and Conditions
Acceptance of Terms and Conditions of Use:
Your use indicates your acceptance of these Terms and Conditions listed below. From time to time these
may be revised by updating this document and posting it on the Web Site. If at any time you do not agree to
Conditions, you must cease your use of this Web Site.

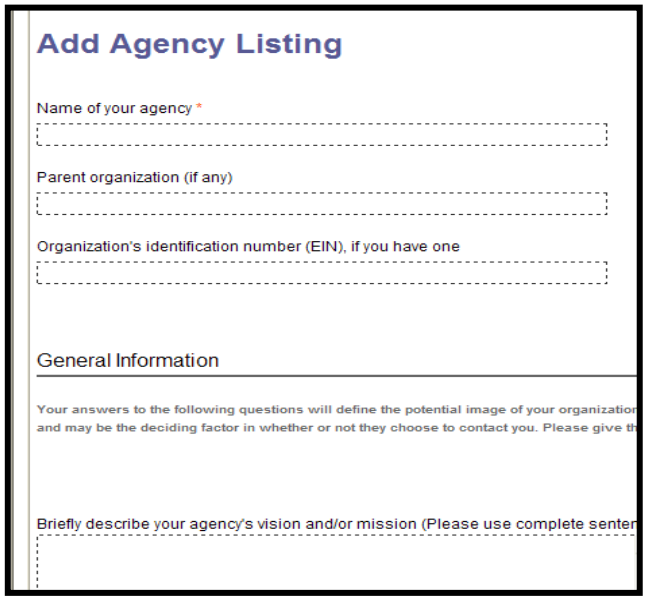

If you have any questions or comments, please feel free to contact us.
By continuing, you agree to both the above terms of service and these legal notices
I Agree
I Disagree

This is where it would be handy to refer to your **Agency Registration Checklist**, *p. 5*

Sixth Screen

Use this form to complete information about your agency. Your answers to these questions will define the potential image of your organization to those who access your information through this website. It may also be the deciding factor in whether or not volunteers choose to contact you. Please give these questions some thought. Required fields are marked with *****.

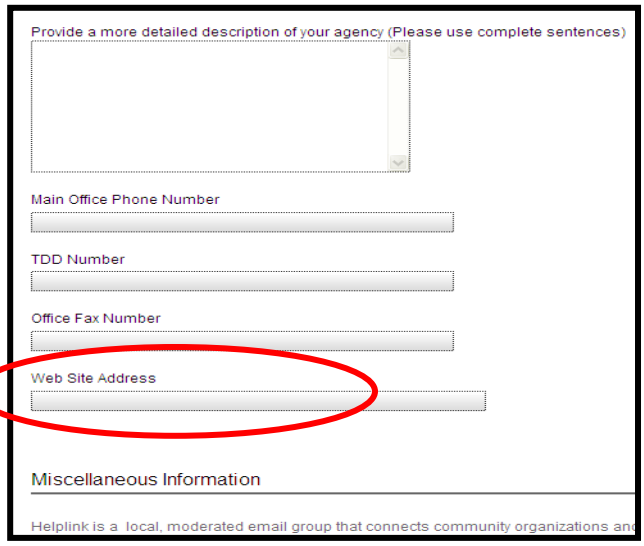
Helpful Hint: Much of the information requested is already found on your website or other documents. You can easily cut and paste into Volunteer Connection's database.


Add Agency Listing
Name of your agency *
Parent organization (if any)
Organization's identification number (EIN), if you have one
General Information
Your answers to the following questions will define the potential image of your organizatio
and may be the deciding factor in whether or not they choose to contact you. Please give t
Briefly describe your agency's vision and/or mission (Please use complete senten

Sixth Screen Continued . . .

As mentioned in the **Benefits of Online Volunteer Matching,** p. 2, our software gives you the opportunity to get more online exposure for your agency. This will drive traffic to your existing web site.

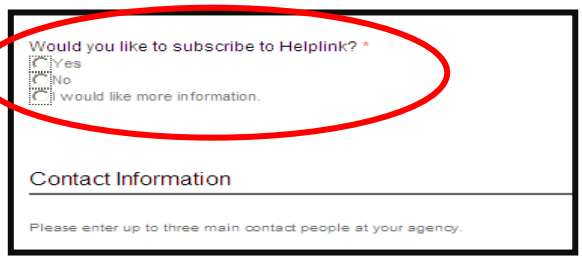
Enter your web site address.


Provide a more detailed description of your agency (Please use complete sentences)
Main Office Phone Number
TDD Number
Office Fax Number
Web Site Address
Miscellaneous Information
Helplink is a local, moderated email group that connects community organizations and

Subscribing to Helplink* (required)

Here is your chance to indicate interest in joining **Helplink,** a moderated email group of over 250 users from local non-profits, schools, churches and government agencies. Helplink is used to share announcements, request donations for hard-to-meet client needs, offer donations, or seek volunteers for a one-time event.

The Helplink moderator will forward information to you if you select "**Yes**" or "**I would like more information**."

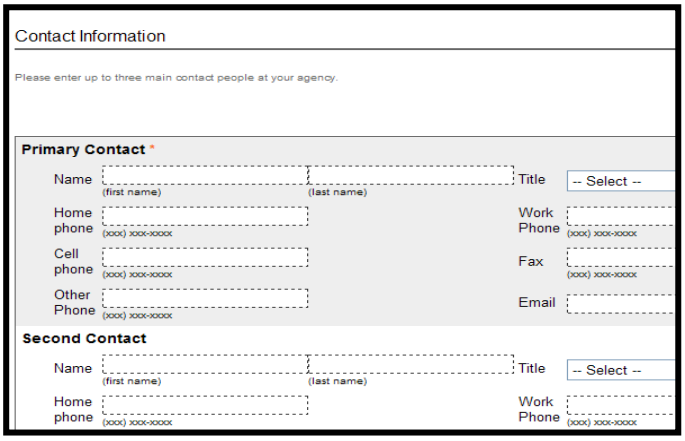

Would you like to subscribe to Helplink? *
Yes
No
I would like more information.
Contact Information
Please enter up to three main contact people at your agency.

Agency Contact Information* (required)

These are the general agency contacts, such as Executive Director, Program Director, and/or Volunteer Coordinator.

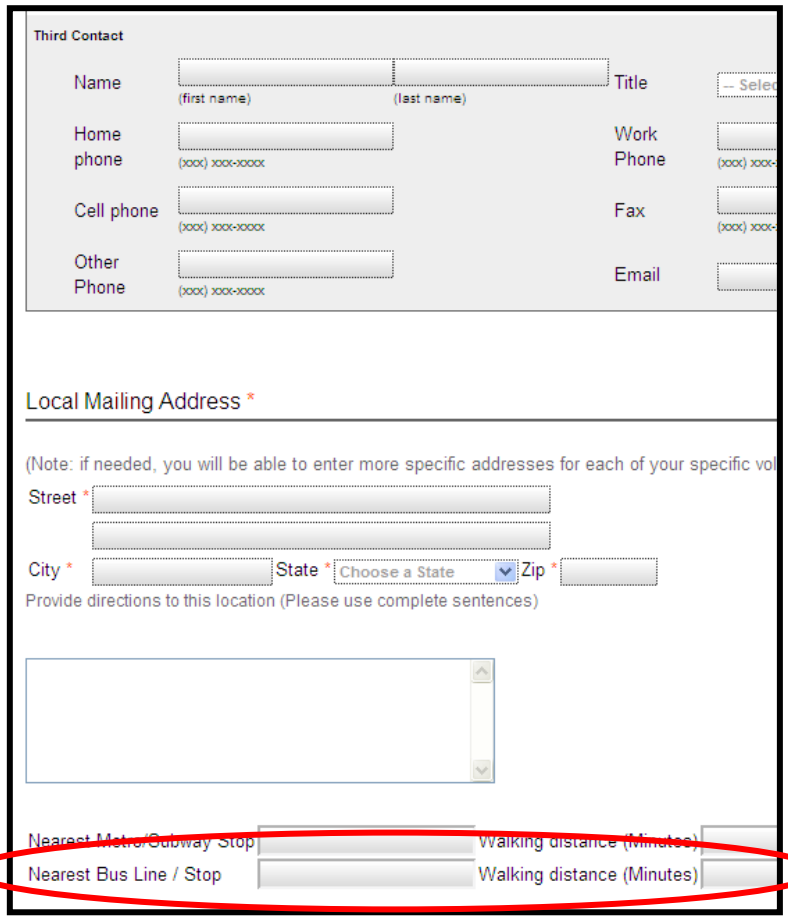
You will have an opportunity later to give specific contacts for each volunteer opportunity.

<u>Helpful Hint</u>: Only one contact person is required. However, having various methods of contacting your agency will increase the likelihood of volunteers connecting with your agency.



Sixth Screen Continued . . .

IMPORTANT!
Be sure to keep contact information current! This is vital to providing volunteers with accurate information and therefore receiving referrals.



Agency Address* (required)

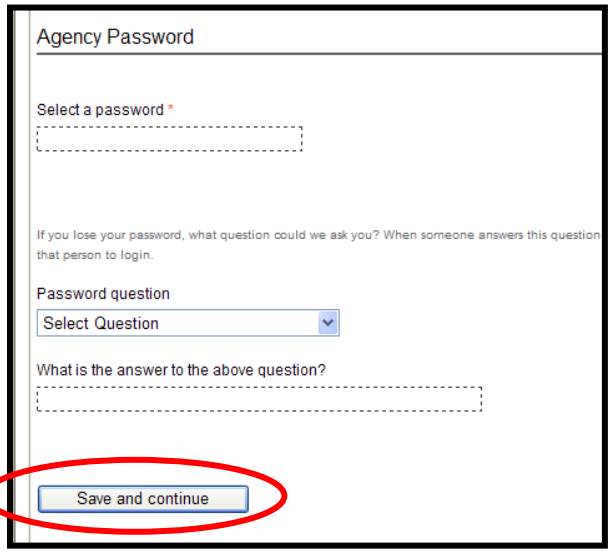
Including bus line information helps volunteers that rely on Metro Ride for transportation.

Creating a Password* (required)

Each agency sets **one** password. Share this password with **all** agency users of *Volunteer Connection.*

Helpful Hint: There are no special characters or numbers required. Word length simply must be seven characters or more. Password (not agency name) is case sensitive.

Click on Save and continue


Agency Password
Select a password *
If you lose your password, what question could we ask you? When someone answers this question that person to login.
Password question
Select Question
What is the answer to the above question?
Save and continue

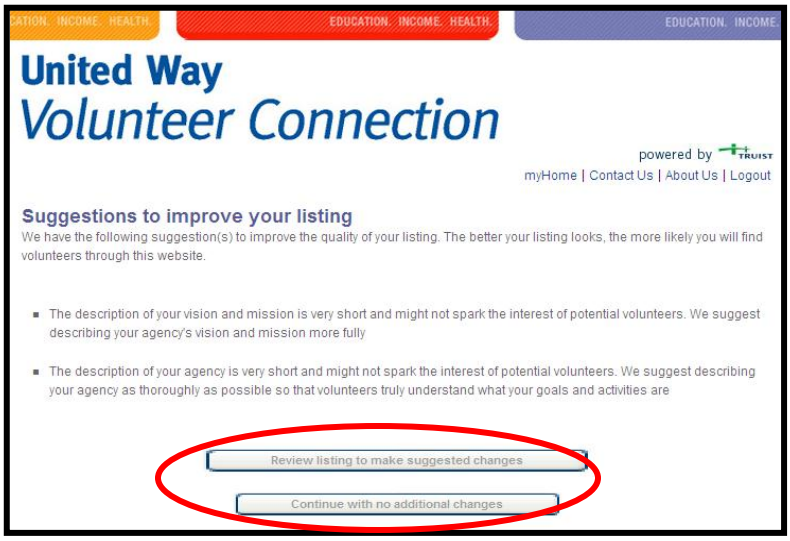
Seventh Screen

Read the suggested improvements.

Click on Review listing to make suggested changes

OR

Click on Continue with no additional changes


United Way
Volunteer Connection
powered by TRUIST
myHome | Contact Us | About Us | Logout
Suggestions to improve your listing
We have the following suggestion(s) to improve the quality of your listing. The better your listing looks, the more likely you will find volunteers through this website.
The description of your vision and mission is very short and might not spark the interest of potential volunteers. We suggest describing your agency's vision and mission more fully
The description of your agency is very short and might not spark the interest of potential volunteers. We suggest describing your agency as thoroughly as possible so that volunteers truly understand what your goals and activities are
Review listing to make suggested changes
Continue with no additional changes

Eighth Screen

Uploading Your Logo

If you have a logo, you can browse to find its location.

Click on Upload my logo
OR
Click on I do not want to upload a logo

United Way
Volunteer Connection
TRUIST
myHome | Contact Us | About Us | Logout
Upload logo
Upload your logo
Browse...
The maximum file size for your logo is 50 KB. The file you upload must end with .gif, .jpg, or .png. Ideal images will be no larger than 200 pixels by 200 pixels (about 2.5 inches by 2.5 inches). Larger images may not show up very clearly online.
Upload my logo
I do not want to upload a logo

Helpful Hints:

- *The maximum size for your logo is 50 KB (may be smaller)*
- *The file must be in gif, jpg, or png format*
- *Keep images no larger than 200 x 200 pixels (2.5" x 2.5"), otherwise they may not show up clearly.*

*NOTE: Uploading a logo **now** is optional. You can always upload your logo at any time.*

You have completed STEP 1 of the sign-up process. You are now a registered agency. Now link at least one opportunity to your agency.

1 - Enter your agency's name and detailed information.
2 - Enter at least one volunteer opportunity.
3 - Await approval of your agency.

Move onto STEP 2.

Adding a Volunteer Opportunity

Now you are ready for **Step 2,** listing volunteer opportunities that you have. At least one volunteer opportunity posting is required. You can either list an ongoing opportunity or a date-specific opportunity. **To list a date specific opportunity, turn to page 16.**

Adding an Ongoing Opportunity

First Screen

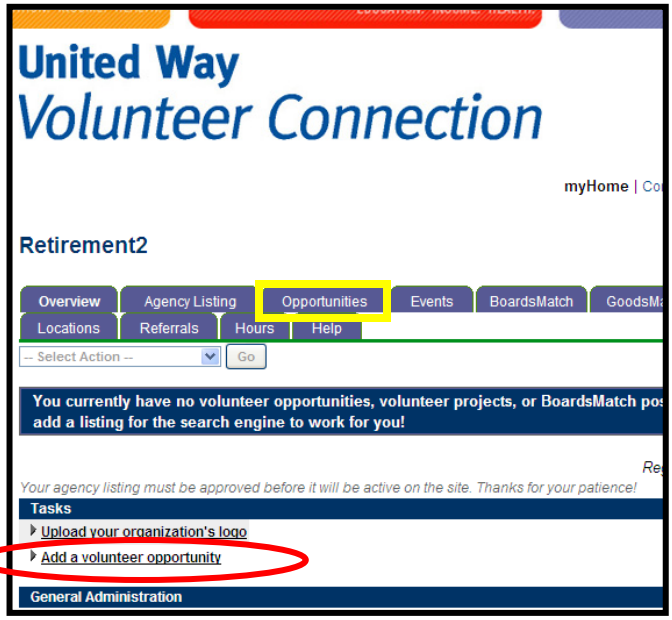
Click on **Add an ongoing volunteer opportunity** if you have just registered

OR

Click on the **Opportunities** tab from your Agency home page and select **Add an Ongoing Opportunity**.

OR

Click on **Add a volunteer opportunity** in the Tasks section



Second Screen

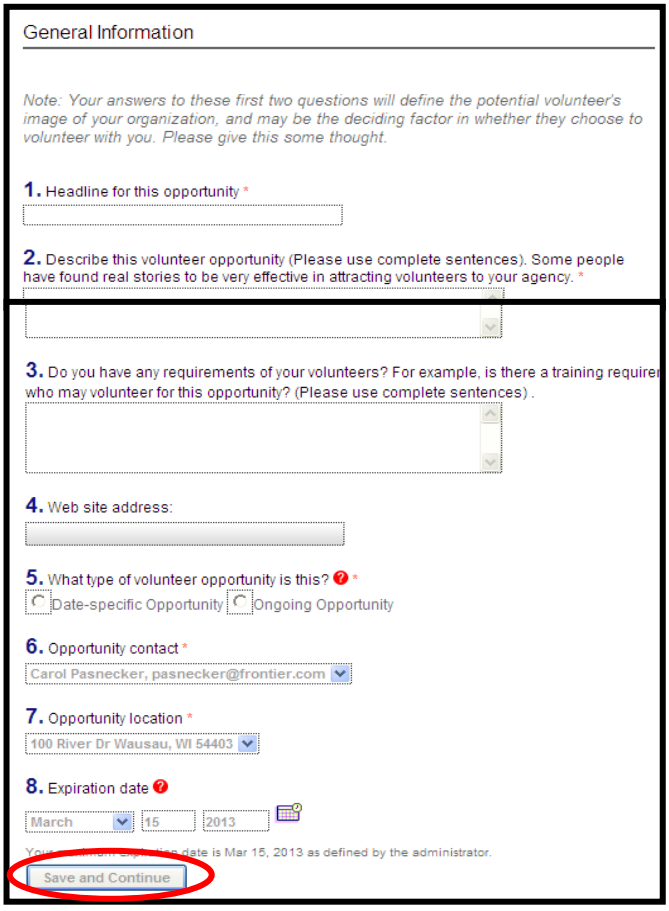
Fill out the General Information Form.

This is where you will draw in potential volunteers. *See* **Suggestions for a Great Listing**, *p. 7, for helpful hints.*

IMPORTANT!
If a background check is required, state this in Question 3. (Requirements). If the opportunity is appropriate for youth, indicate the minimum age both with and without an adult.

Use the drop down boxes to customize the event if the contact person(s) or location changes from what was entered when the agency was registered.

Click Save and continue


General Information
Note: Your answers to these first two questions will define the potential volunteer's image of your organization, and may be the deciding factor in whether they choose to volunteer with you. Please give this some thought.
1. Headline for this opportunity *
2. Describe this volunteer opportunity (Please use complete sentences). Some people have found real stories to be very effective in attracting volunteers to your agency. *
3. Do you have any requirements of your volunteers? For example, is there a training require
who may volunteer for this opportunity? (Please use complete sentences) .
4. Web site address:
5. What type of volunteer opportunity is this? *
Date-specific Opportunity
Ongoing Opportunity
6. Opportunity contact *
Carol Pasnecker, pasnecker@frontier.com
7. Opportunity location *
100 River Dr Wausau, WI 54403
8. Expiration date
March
15
2013
date is Mar 15, 2013 as defined by the administrator.
Save and Continue

Third Screen
Listing Details

Careful completion of this section is what makes the search engine work for you. Every potential volunteer will be selecting choices from these same lists.

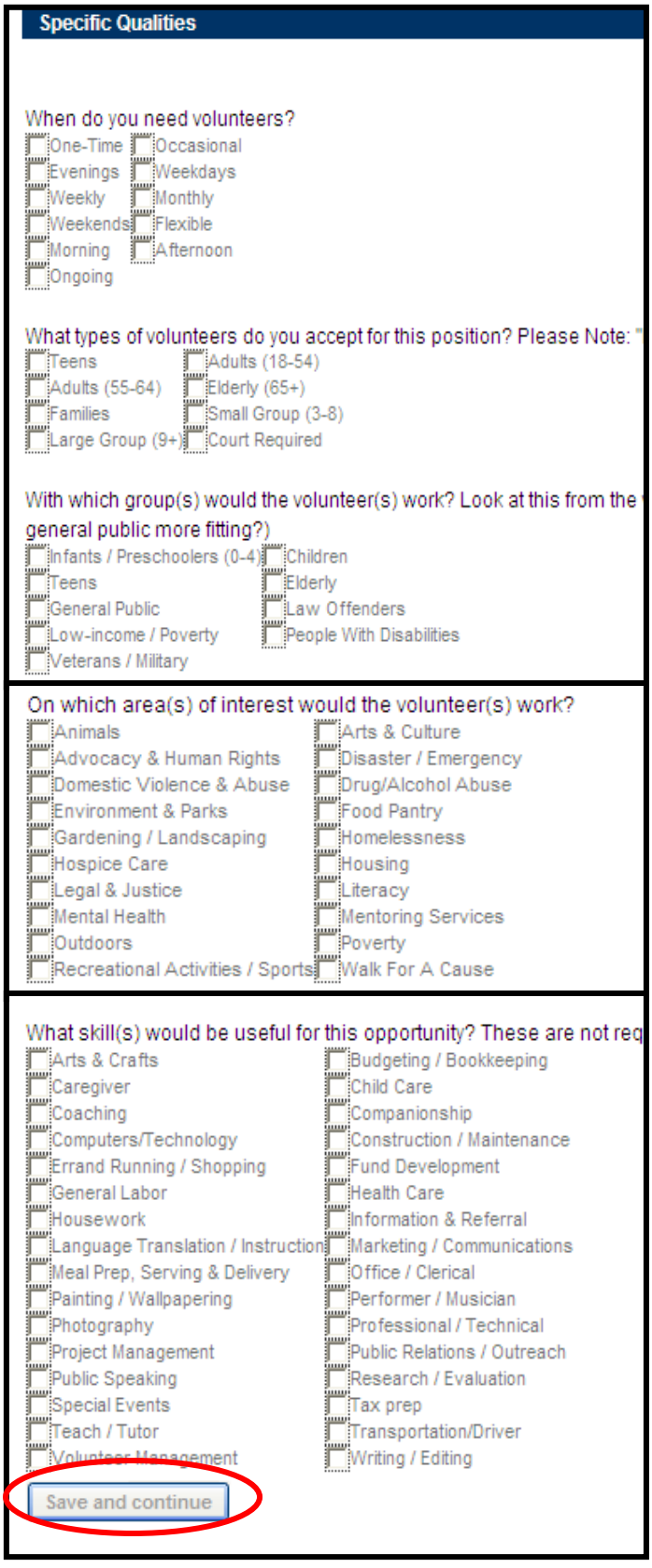
Check the following regarding

- When do you need volunteers?
- What types of volunteers do you accept for this position?
- With which group(s) would the volunteer(s) work?
- On which area(s) of interest would volunteer(s) work?
- What skills would be useful to have (but not required)?

<u>IMPORTANT</u>!
In general, you will rank higher in searches if you check just a few categories that have the most relevance to this opportunity.

NOTE: If you find that many options are relevant, you may be trying to describe more than one opportunity and should be using more than one form.

Click Save and continue



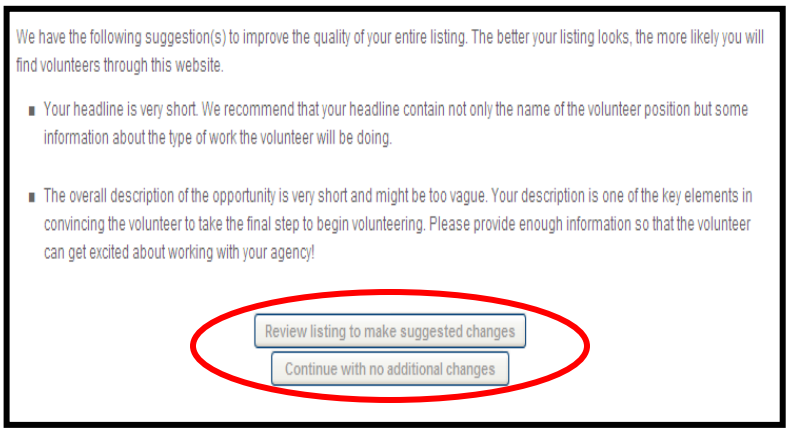
Fourth Screen

Read the suggested improvements.

Click on Review listing to make suggested changes

OR

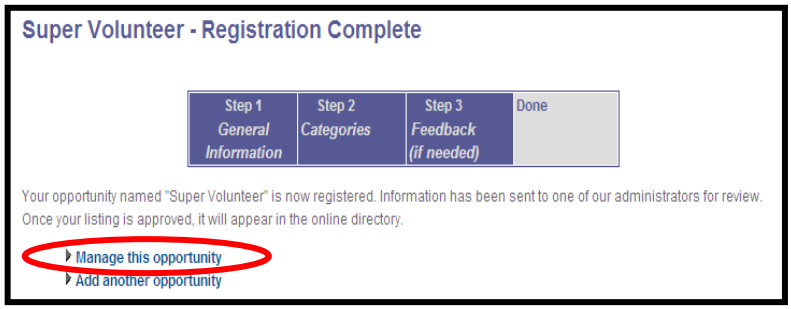
Click Continue with no additional changes


We have the following suggestion(s) to improve the quality of your entire listing. The better your listing looks, the more likely you will find volunteers through this website.
Your headline is very short. We recommend that your headline contain not only the name of the volunteer position but some information about the type of work the volunteer will be doing.
The overall description of the opportunity is very short and might be too vague. Your description is one of the key elements in convincing the volunteer to take the final step to begin volunteering. Please provide enough information so that the volunteer can get excited about working with your agency!
Review listing to make suggested changes
Continue with no additional changes

Fifth Screen

You have just completed listing an ongoing opportunity.

Unless you have another opportunity to add right away, select **Manage this opportunity.** You will have the opportunity to review and edit any of the information you just entered.

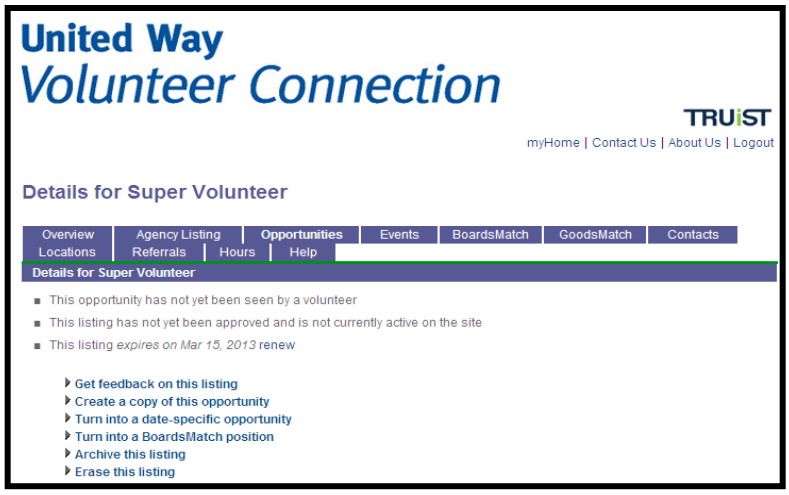

Super Volunteer - Registration Complete
Step 1 General Information
Step 2 Categories
Step 3 Feedback (if needed)
Done
Your opportunity named "Super Volunteer" is now registered. Information has been sent to one of our administrators for review. Once your listing is approved, it will appear in the online directory.
Manage this opportunity
Add another opportunity

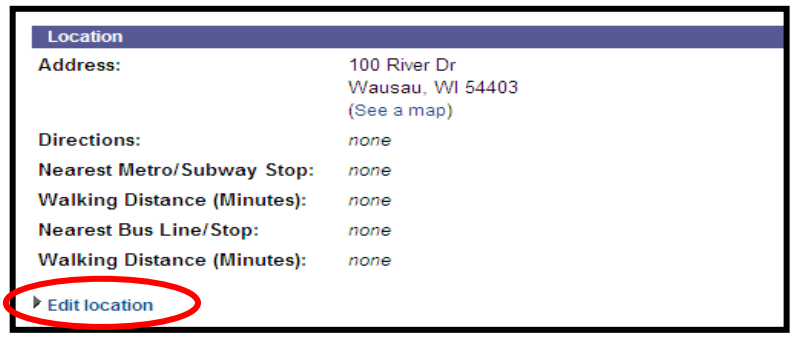
Sixth Screen

Scroll to the bottom of the page and **review the opportunity location.**

Does this opportunity take place at your agency location? If not, you will need to add this location so volunteers know where to go. **Click Edit location.**

If the location is accurate, you are finished with the details of this opportunity and can close out. You have completed STEP 2 of the Sign Up Process.





Adding a Date-Specific Opportunity

First Screen

If you have just registered, click on Add a Date-specific Opportunity

OR

Click on the **Opportunities** tab from your Agency home page and select **Add an Date-Specific Opportunity**

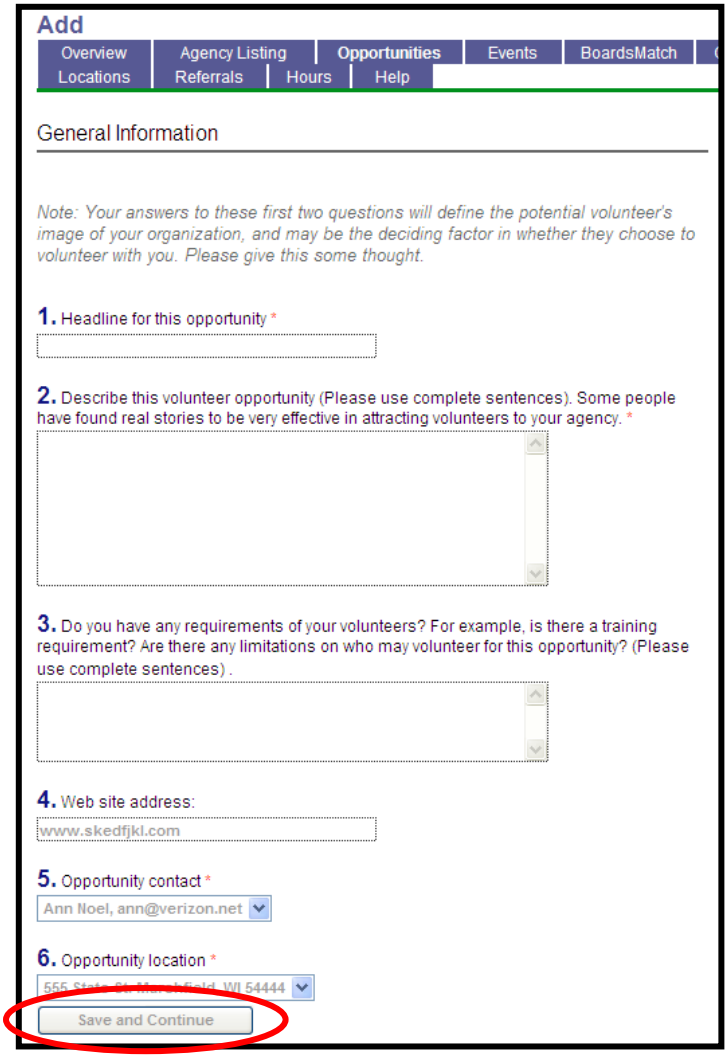
Second Screen

Fill out the General Information Form.

This is where you will draw in potential volunteers. *See* **Suggestions for a Great Listing**, *p. 7, for helpful hints.*

<u>IMPORTANT</u>!
If a background check is required, state this in Question 3. (Requirements). If the opportunity is appropriate for youth, indicate the minimum age both with and without an adult.

Use the drop down boxes to customize the event if the contact person(s) or location changes from what was entered when the agency was registered.


Add
Overview
Agency Listing
Opportunities
Events
BoardsMatch
Locations
Referrals
Hours
Help
General Information
Note: Your answers to these first two questions will define the potential volunteer's image of your organization, and may be the deciding factor in whether they choose to volunteer with you. Please give this some thought.
1. Headline for this opportunity *
2. Describe this volunteer opportunity (Please use complete sentences). Some people have found real stories to be very effective in attracting volunteers to your agency. *
3. Do you have any requirements of your volunteers? For example, is there a training requirement? Are there any limitations on who may volunteer for this opportunity? (Please use complete sentences) .
4. Web site address:
www.skedfjkl.com
5. Opportunity contact *
Ann Noel, ann@verizon.net
6. Opportunity location *
Save and Continue

Click Save and continue

Third Screen

Adding a Specific Date

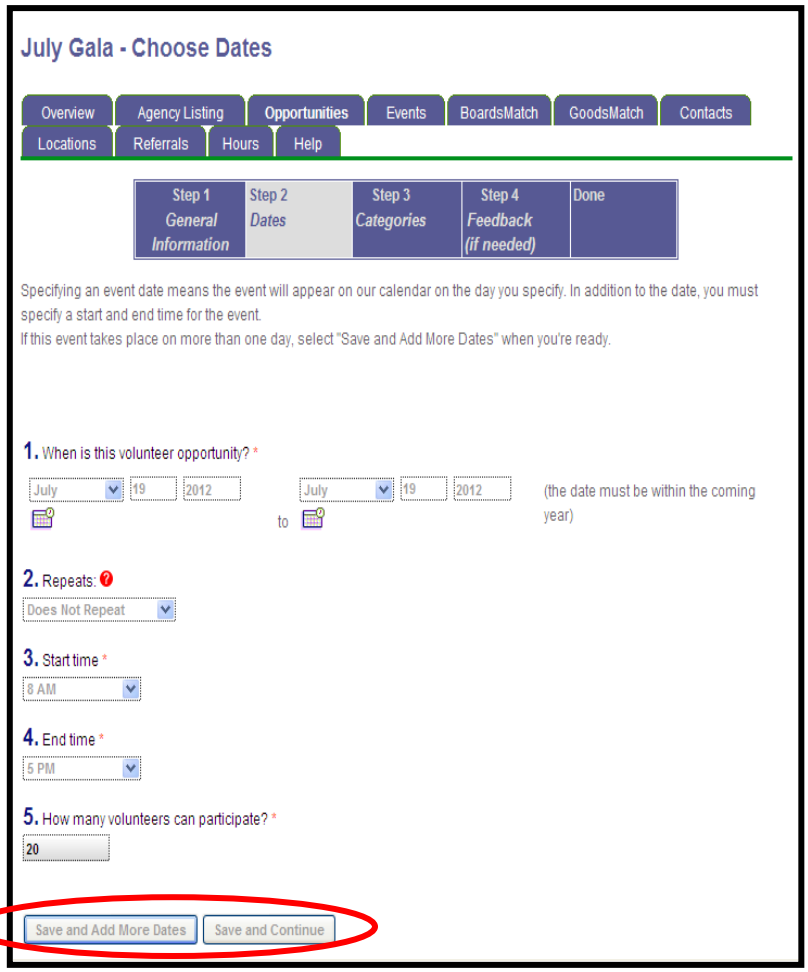
Enter the range of dates, times and number of volunteers needed for the date specific event.

HINT: This is a great tool to add date specific volunteer events to the calendar for all to see. You will be given the choice to add additional dates. This is extremely helpful if, for example, you will have an event occurring three weekends in December or weekly for three months. Use the ***Repeats*** *drop down menu to select the proper repeat, if any.*

Click Save and Add More Dates

OR

Click Save and continue


July Gala - Choose Dates
Overview
Agency Listing
Opportunities
Events
BoardsMatch
GoodsMatch
Contacts
Locations
Referrals
Hours
Help
Step 1 General Information
Step 2 Dates
Step 3 Categories
Step 4 Feedback (if needed)
Done
Specifying an event date means the event will appear on our calendar on the day you specify. In addition to the date, you must specify a start and end time for the event.
If this event takes place on more than one day, select "Save and Add More Dates" when you're ready.
1. When is this volunteer opportunity? *
July 19 2012
to
July 19 2012
(the date must be within the coming year)
2. Repeats:
Does Not Repeat
3. Start time *
8 AM
4. End time *
5 PM
5. How many volunteers can participate? *
20
Save and Add More Dates
Save and Continue

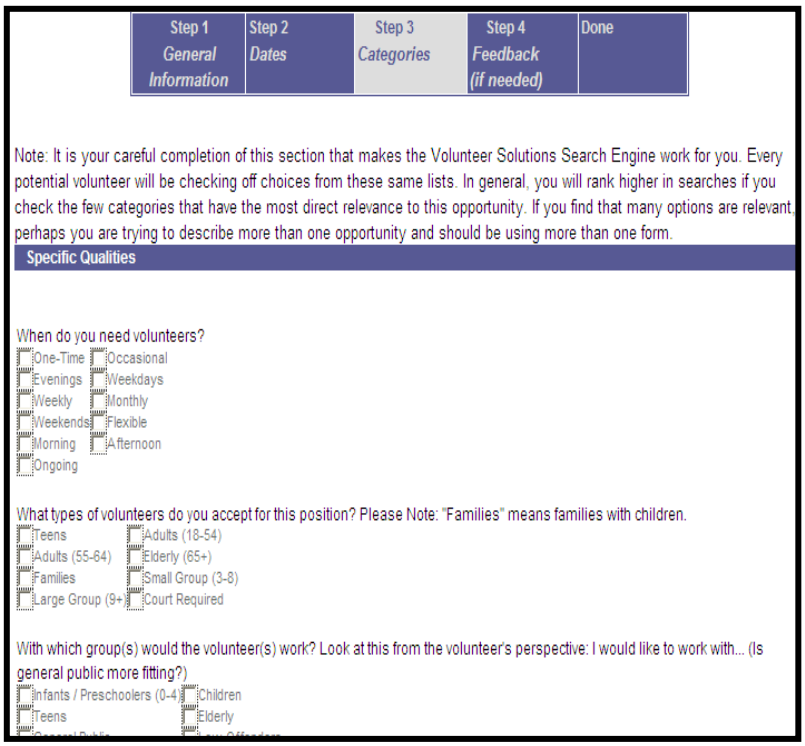
Fourth Screen

Listing Details

Careful completion of this section is what makes the search engine work for you. Every potential volunteer will be selecting choices from these same lists.

Check the following regarding

- When do you need volunteers?
- What types of volunteers do you accept for this position?
- With which group(s) would the volunteer(s) work?


Step 1 General Information
Step 2 Dates
Step 3 Categories
Step 4 Feedback (if needed)
Done
Note: It is your careful completion of this section that makes the Volunteer Solutions Search Engine work for you. Every potential volunteer will be checking off choices from these same lists. In general, you will rank higher in searches if you check the few categories that have the most direct relevance to this opportunity. If you find that many options are relevant, perhaps you are trying to describe more than one opportunity and should be using more than one form.
Specific Qualities
When do you need volunteers?
One-Time
Occasional
Evenings
Weekdays
Weekly
Monthly
Weekends
Flexible
Morning
Afternoon
Ongoing
What types of volunteers do you accept for this position? Please Note: "Families" means families with children.
Teens
Adults (18-54)
Adults (55-64)
Elderly (65+)
Families
Small Group (3-8)
Large Group (9+)
Court Required
With which group(s) would the volunteer(s) work? Look at this from the volunteer's perspective: I would like to work with... (Is general public more fitting?)
Infants / Preschoolers (0-4)
Children
Teens
Elderly

Fourth Screen Continued . . .

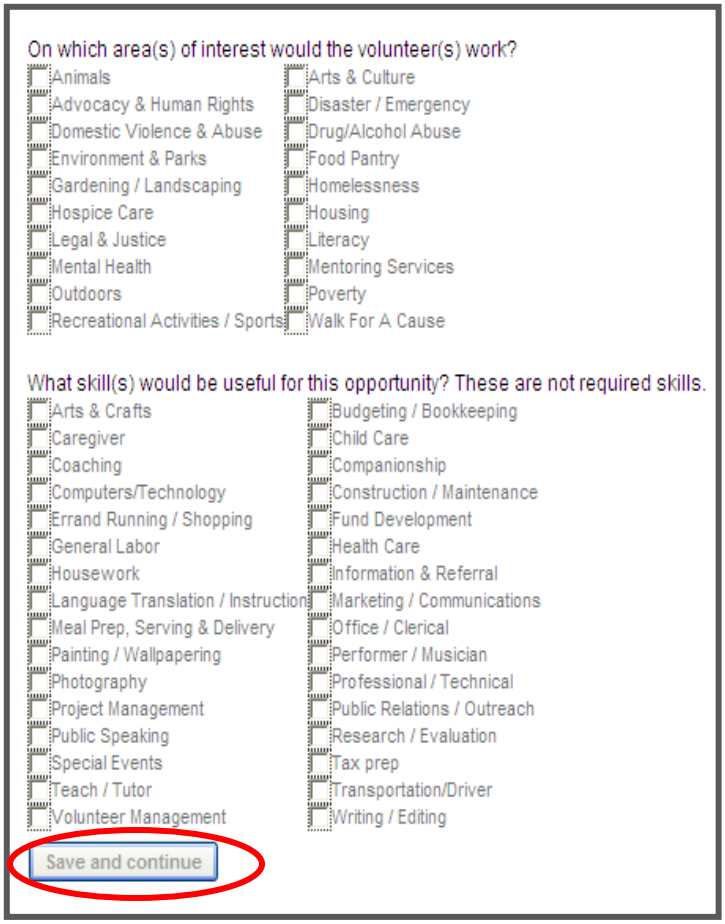
Also check the following

- On which area(s) of interest would volunteer(s) work?
- What skills should your volunteers(s) have?

IMPORTANT!
In general, you will rank higher in searches if you check just a few categories that have the most relevance to this opportunity.

NOTE: If you find that many options are relevant, you may be trying to describe more than one opportunity and should be using more than one form.

Click Save and continue



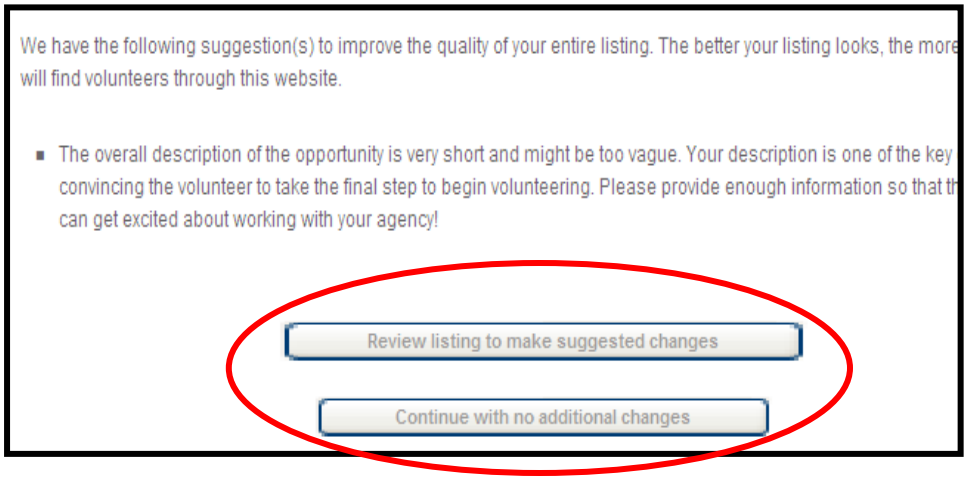
Fifth Screen

Read the suggested improvements

Click on Review listing to make suggested changes

OR

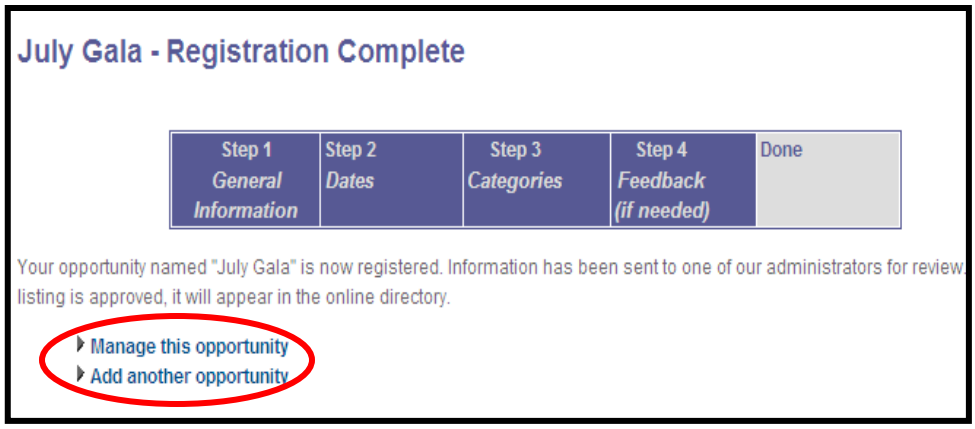
Click on Continue with no additional changes


We have the following suggestion(s) to improve the quality of your entire listing. The better your listing looks, the more
will find volunteers through this website.
The overall description of the opportunity is very short and might be too vague. Your description is one of the key
convincing the volunteer to take the final step to begin volunteering. Please provide enough information so that th
can get excited about working with your agency!
Review listing to make suggested changes
Continue with no additional changes

Sixth Screen

You have just completed listing a Date-specific Opportunity.

You can choose to exit, manage this opportunity, or add another opportunity.


July Gala - Registration Complete
Step 1 General Information
Step 2 Dates
Step 3 Categories
Step 4 Feedback (if needed)
Done
Your opportunity named "July Gala" is now registered. Information has been sent to one of our administrators for review.
listing is approved, it will appear in the online directory.
Manage this opportunity
Add another opportunity

You have completed STEP 2 of the sign up process.

- ✔ 1 - Enter your agency's name and detailed information.
- ✔ 2 - Enter at least one volunteer opportunity.
- 3 - Await approval of your registration.

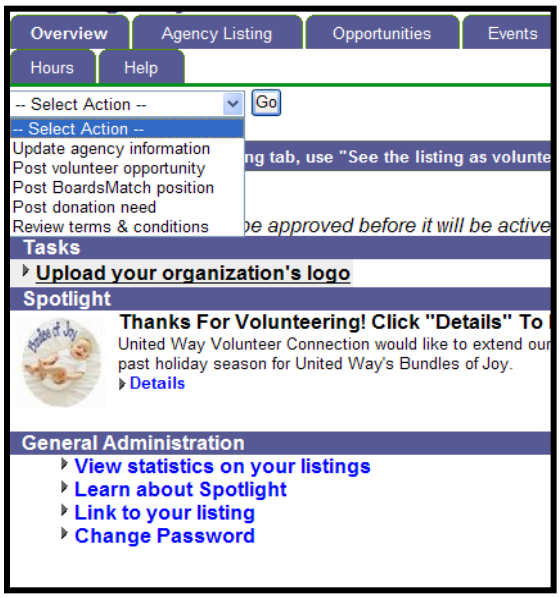
We will review your agency registration and volunteer listing. You should receive a confirmation email within 24-48 hours.

- ✔ 1 - Enter your agency's name and detailed information.
- ✔ 2 - Enter at least one volunteer opportunity.
- ✔ 3 - Await approval of your registration.

Agency Home Page

The Agency Home page allows you to:

- Update your agency information
- Post and manage volunteer opportunities
- Post BoardsMatch positions
- Post donation needs on GoodsMatch
- Review terms & conditions
- Edit your contacts for each opportunity
- Add Locations
- Manage your volunteer referrals
- Approve Volunteer Hours
- Get Help with a recorded Agency Training
- View statistics on your listings
- Learn about Spotlight
- Link to your listing
- Change your password



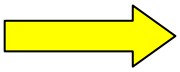
Logging in to your Agency

To get started: Go online to:

www.unitedwaymc.org

First Screen

Go to the blue Volunteer menu on the left and click on **Volunteer Connection**



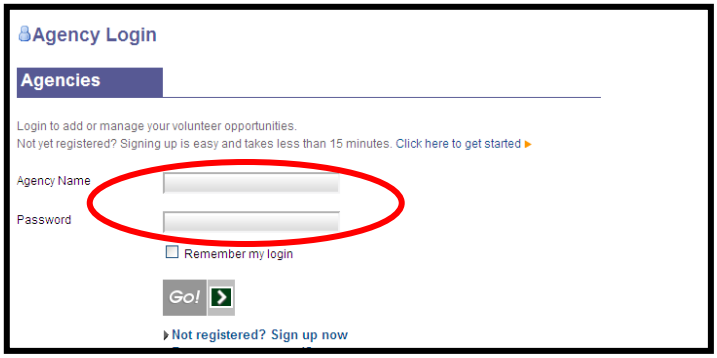
Second Screen

Click **Agency Log In** under *Agencies* in the left margin.

Third Screen

Type in your agency name and password.

Click on **Go!**


Agency Login
Agencies
Login to add or manage your volunteer opportunities.
Not yet registered? Signing up is easy and takes less than 15 minutes. Click here to get started
Agency Name
Password
Remember my login
Go!
Not registered? Sign up now

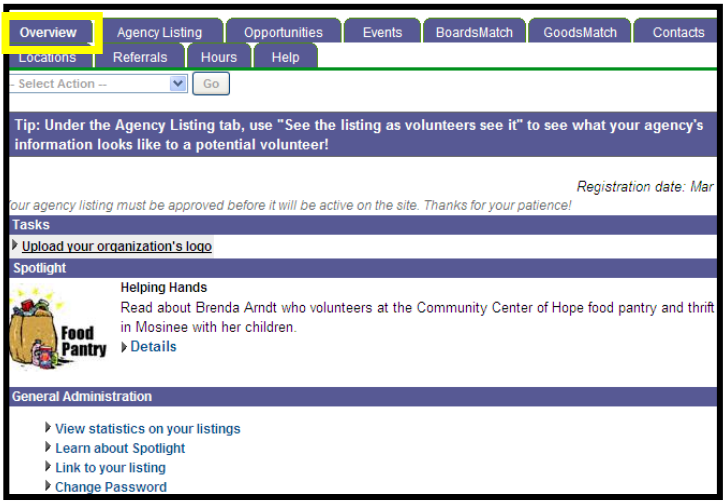
Fourth Screen

This is your home page.
Use blue tabs to navigate.

Overview Tab

This tab enables you to:

- Manage tasks (If listed). Double click to view.
- View Community Spotlight
- View listing statistics
- Link from your homepage to your agency listing
- Change your password

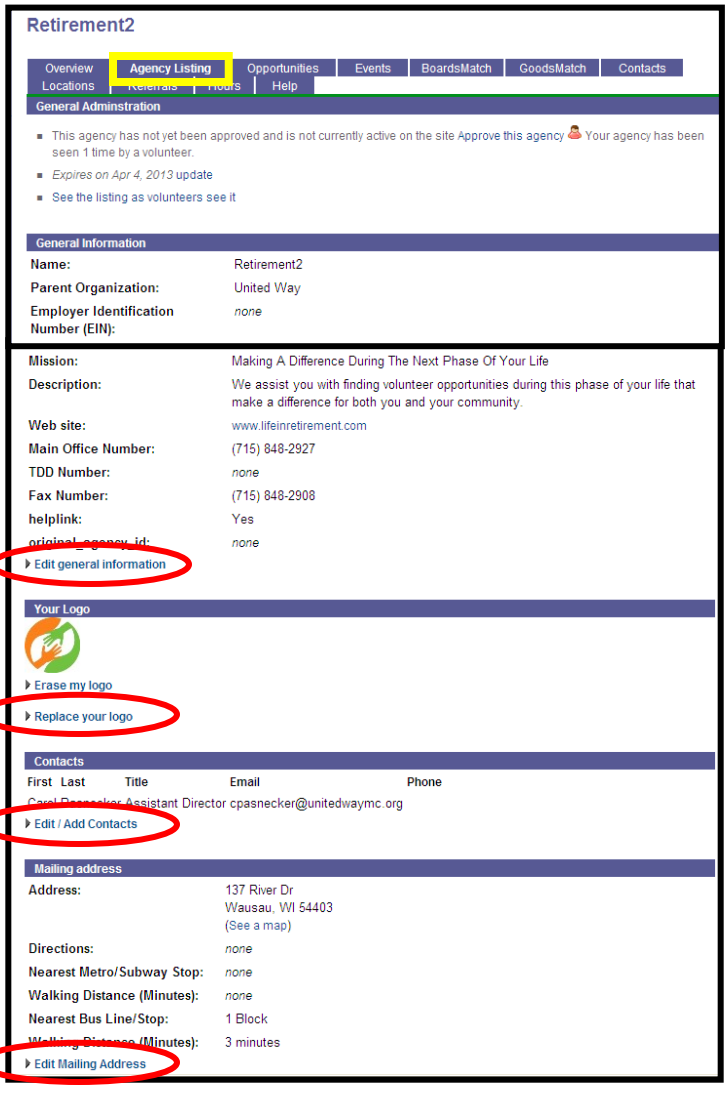


Agency Listing Tab

This tab enables you to view:

- General information on your agency
- The agency logo
- Contacts
- The agency mailing address

To edit any information, click the blue link below each desired category.


Retirement2
Overview
Agency Listing
Opportunities
Events
BoardsMatch
GoodsMatch
Contacts
Locations
Referrals
Hours
Help
General Adminstration
This agency has not yet been approved and is not currently active on the site Approve this agency Your agency has been seen 1 time by a volunteer.
Expires on Apr 4, 2013 update
See the listing as volunteers see it
General Information
Name: Retirement2
Parent Organization: United Way
Employer Identification Number (EIN): none
Mission: Making A Difference During The Next Phase Of Your Life
Description: We assist you with finding volunteer opportunities during this phase of your life that make a difference for both you and your community.
Web site: www.lifeinretirement.com
Main Office Number: (715) 848-2927
TDD Number: none
Fax Number: (715) 848-2908
helplink: Yes
Edit general information
Your Logo
Erase my logo
Replace your logo
Contacts
First Last Title Email Phone
Edit / Add Contacts
Mailing address
Address: 137 River Dr
Wausau, WI 54403
(See a map)
Directions: none
Nearest Metro/Subway Stop: none
Walking Distance (Minutes): none
Nearest Bus Line/Stop: 1 Block
3 minutes
Edit Mailing Address

IMPORTANT!
Updating your agency information regularly will prevent complications and improve the efficiency of volunteer matching.

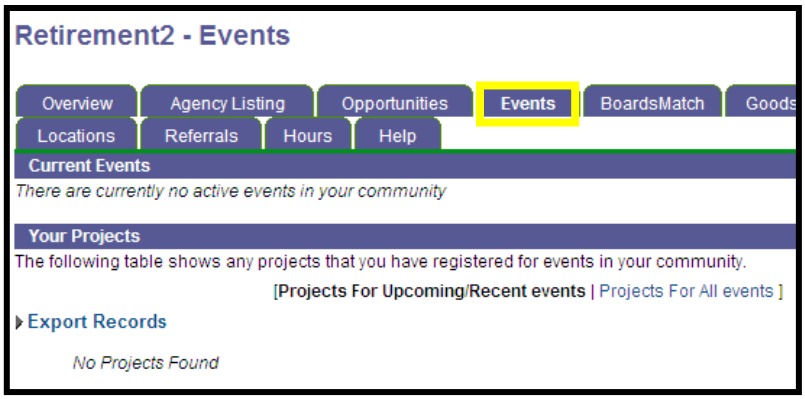
Opportunities Tab

This tab enables you to:

- View Active Opportunities
- View Inactive Opportunities
- View All Opportunities
- Add a Date-specific Opportunity
- Add an Ongoing Opportunity

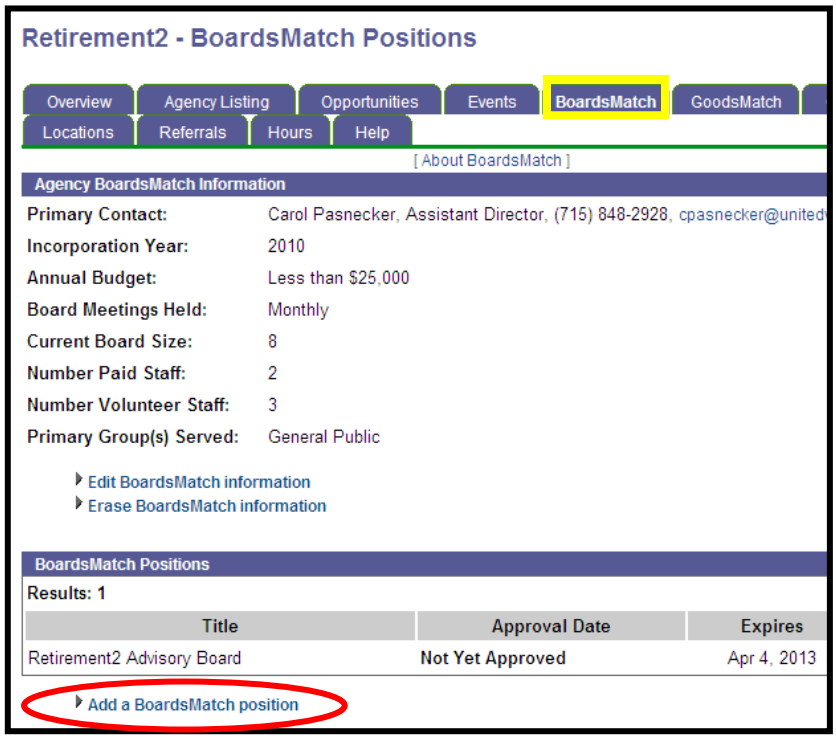
You can view the details of active (live on the website) and inactive (expired or archived) opportunities by clicking on the appropriate link.

Events Tab



This tab is currently used only by Volunteer Connection to track events volunteers must use the website to sign up for (Agency Training, Bundles of Joy Gift Wrapping, etc.)

BoardsMatch Tab



This tab enables you to:

- Specify information about your organization and its leadership (board)
- Add a BoardsMatch position that describes the skills, knowledge or experience you are seeking in a board member. Also identifies board's relevant areas of interest.

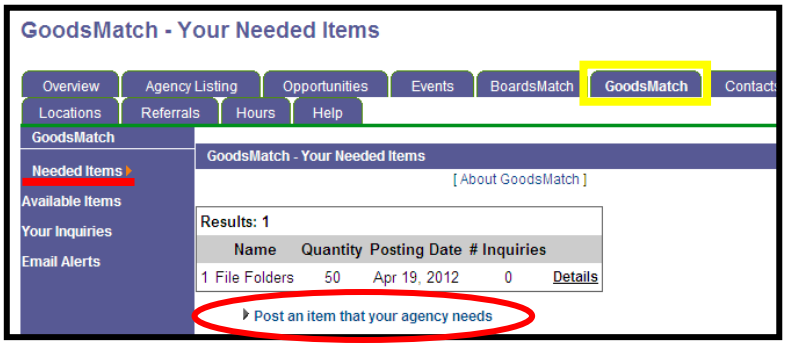
Volunteers searching on the website can view all available board position openings and can choose to apply by completing a BoardsMatch profile or uploading a resume to send via email to the agency for consideration.

GoodsMatch Tab

This tab enables you to:

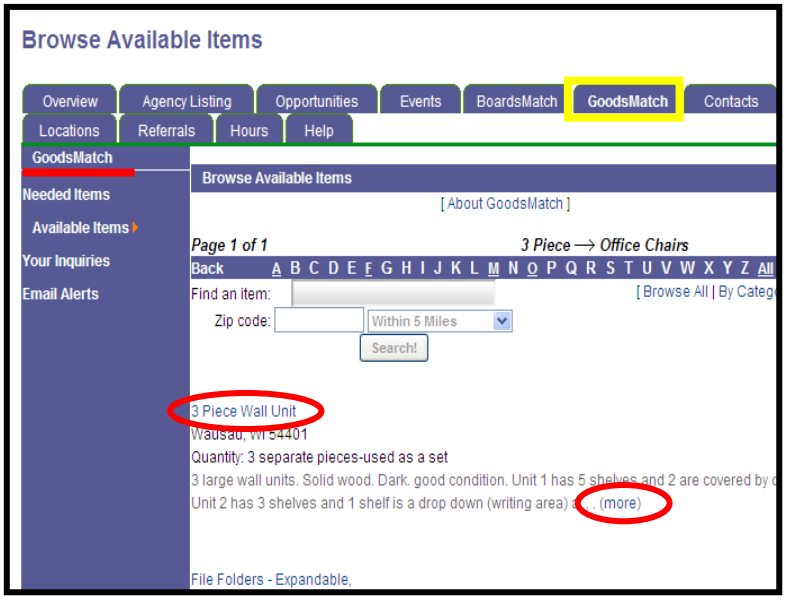
- Post needed goods
- Search for available goods
- View your inquiries
- Update your email alerts

To post a needed item: Select the *Needed Items* category and Click on **Post an Item that your agency needs**. Complete form.

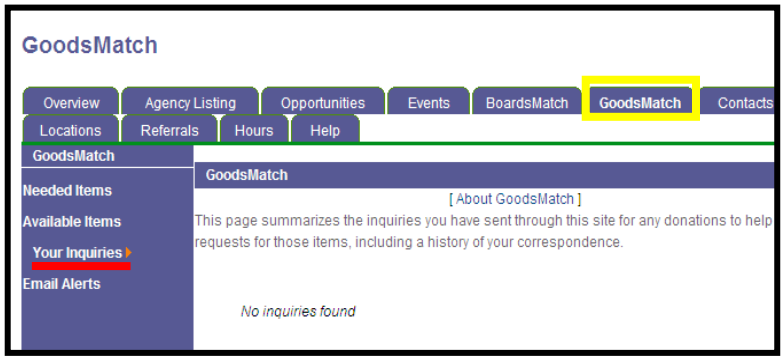


To view available donations: Click on *Available Items* and scroll down entire list, enter search criteria or use the alphabet which corresponds to the first word of the donation.

You may **claim a donation** for use by your organization or a client by contacting the donor via phone or email. Click on the GoodsMatch headline or **(more)** to view all the donation details, including contact information.

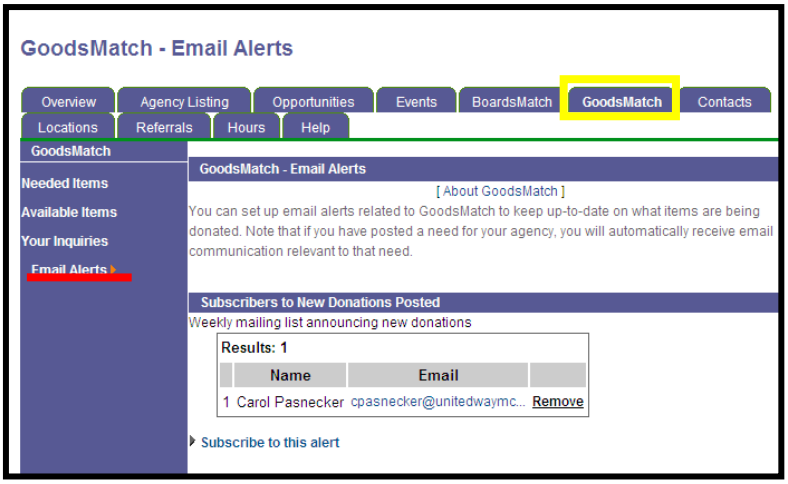


Your Inquiries tracks all requests for donated goods and keeps of history of your correspondence.



GoodsMatch Tab Continued . . .

Email Alerts allows the contacts of your agency to subscribe to weekly email notices about new items that have been donated. Some or all contacts can choose to subscribe. This alert is usually sent late Sunday night.



Contacts Tab

This tab enables you to:

- View contacts of the agency
- Edit the assigned contacts for each opportunity.
- Add new contacts

HINT: By clicking **Edit** *you can change the contact information for your listings. By clicking on a contact name, you can change the detailed information about that contact person.*

Contact Manager
Overview
Agency Listing
Opportunities
Events
BoardsMatch
GoodsMatch
Contacts
Locations
Referrals
Hours
Help
The following table shows which listings are assigned to which contacts. For each listing (down the left) and each contact person (across the top), an X indicates that the person is assigned as a contact for the listing. You can change the contact assignments by using the Edit links. You can also add a new contact. To view, edit, or delete an existing contact, click on the contact person's name at the top of the table.
Carol Pasnecker
Kelly Kaiser
Agency Listing
X (primary)
Edit
Agency Board Info
X
Edit
File Folders
X
Edit
July Gala
X
Edit
Add a new contact

Locations Tab

This tab enables you to:

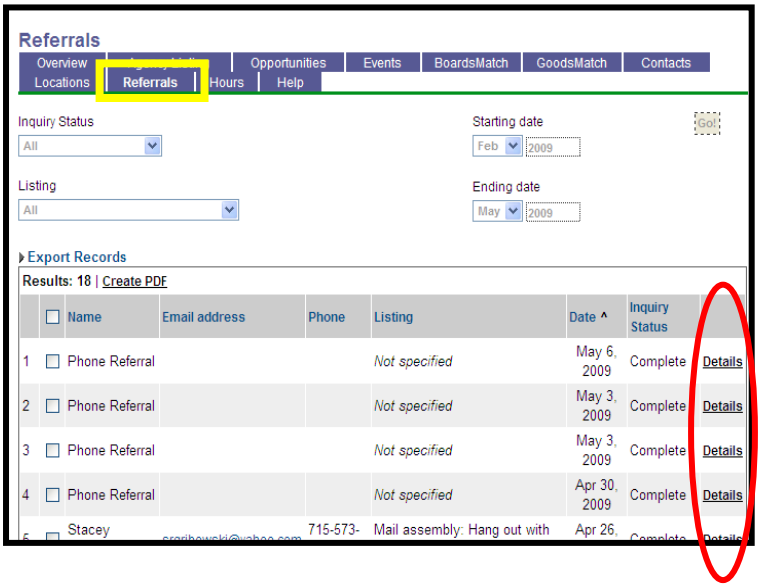
- View the number of opportunities at each location
- Edit locations
- Erase locations
- Add locations

HINT: Click on ***Add Location*** *to add another location. Click on* ***Details*** *to edit or erase location information.*

Referrals Tab

This tab enables you to:

- View all referrals for all listings
- Set/change the status of each referral inquiry
- Sort through Inquired, Active, Complete, Expired, and Not interested Inquiry Statuses
- Sort through referrals for specific opportunities
- Search for referrals by date



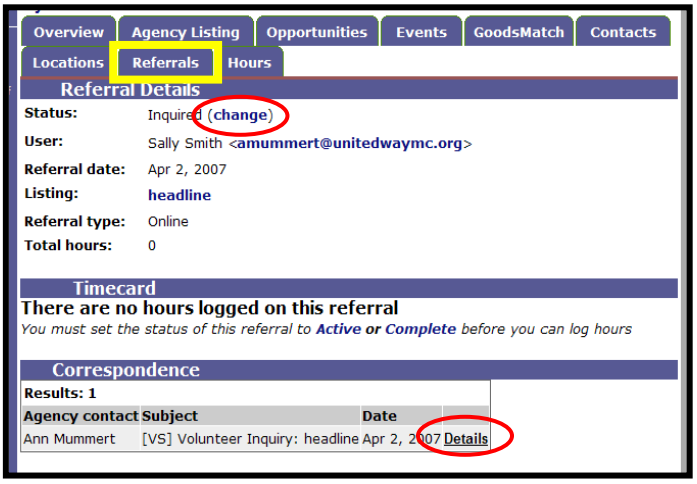
Click on Details to view the referral.

Use the Inquiry Status, Listing, and Start/End Date drop-down menus to sort.

Change Referral Status

Click *Details* for the referral you want to change. On the Status Line click **(change)** then choose complete, active or not interested.

Click on *Details* to view a copy of the email sent to the contact for this opportunity.



Hours Tab

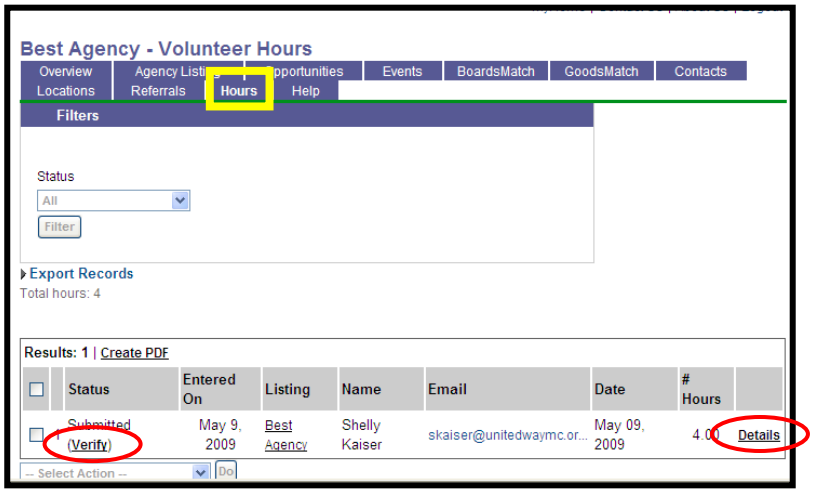
This tab enables you to:

- View and approve hours submitted for verification by registered volunteers for your opportunities
- Log additional hours for listed volunteers by clicking **Details**

Click on Verify

OR

Click on Details to view and manage volunteer hours.



Managing Volunteer Hours

After you have clicked on *Details* you will be given the opportunity to manage each individual's volunteer submitted hours.

This enables you to:

- Approve the log entry.
- Log additional hours.
- Edit the log entry.
- Erase the log entry.

Click on the options listed to manage the log entry.

BoardsMatch: Find Board or Committee Members

Posting on **BoardsMatch** is easy and takes just a few minutes. Share general information about your board or committee, describe the position you have open, then specify the areas of interest or skills that you are seeking in new members.

Volunteers can browse **BoardsMatch** listings and will contact you if they are interested or match the skills you are seeking. You should receive a data sheet or resume from each interested volunteer attached to an email referral. You take it from there!

Post Information about your Agency and Board:

You must provide information about your organization and board before you are able to post board or committee positions.

1. Access **BoardsMatch** by logging into your agency account (see p. 20 for instructions on logging in).
2. Click on the blue **BoardsMatch** Tab.
3. Under Agency Board Information, click "Edit Board Information."
4. Complete the requested information. *Note: A field with an asterisk is a required field.*
5. Click the "Save and Continue" button.

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Volunteer Connection
TRUIST
myHome | Contact Us | About Us | Logout
Retirement2
Overview
Agency Listing
Opportunities
Events
BoardsMatch
GoodsMatch
Contacts
Locations
Referrals
Hours
Help
-- Select Action --
Go
Tip: Update your record often so that it remains active and volunteers always see the most current information! Each listing remains active on the site 1 year from the time you last modify it (unless it's a date-specific opportunity, which expires the day after the last registered date!)

Post Open Board and Committee Positions:

Agencies can post positions online, promoting them to community members.

1. Access **BoardsMatch** by logging into your agency account (see p. 20 for instructions on logging in).
2. Click on the blue **BoardsMatch** Tab.
3. Under Board Positions, click "Add A Board Position."
4. Populate the form with the requested information.
5. Click the "Save and Continue" button.
6. The confirmation page will appear indicating the process is complete. It must be approved by an administrator before it appears online.

Note: Click "View your item" to see the link as the public would see it.

GoodsMatch Overview

Connect with Needed Goods and Services using GoodsMatch

Post your wish lists for items online. View a list of available donations. It's easy! From your agency page, click on the **GoodsMatch** tab to get started. Then choose from the four menu items on the left:

Needed Items: Describe any donation needs at your agency and provide appropriate contact information.
Available Items: View items donors have available. Claim a donation.
Your Inquiries: View a history of your donation requests.
Email Alerts: Request email updates to keep up-to-date on what items are being donated.

Detailed instructions for using GoodsMatch can be found on page 23.

Terms and Conditions

- Only nonprofit organizations registered with Volunteer Connection may post needs on **GoodsMatch** or view available donations.
- Organizations are responsible for keeping their **GoodsMatch** entries up-to-date. **Please promptly remove postings for needed items once the need is met.**
- Requests for financial assistance or cash will not be approved.

Claiming Donations

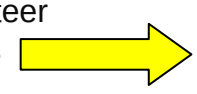
- Only agency staff members should contact donors, even if the donation is for a client's need.
- Donations are for agency and/or client use only--not intended for agency staff.
- Contact the donor directly. Do not contact Volunteer Connection unless Volunteer Connection is listed as the donation contact.
- Recipient agencies are responsible for supplying a donor with a thank-you/receipt letter for tax purposes.
- If you receive a donation through **GoodsMatch,** be sure to report this on Volunteer Connection's monthly volunteer update sent out the first week of every month.

Posting an Available Donation to Give

Posting items you wish to donate is simple using the following steps:

First Screen

Visit **www.unitedwaymc.org**. Go to the blue Volunteer menu on *the left and click on* **Volunteer Connection**.

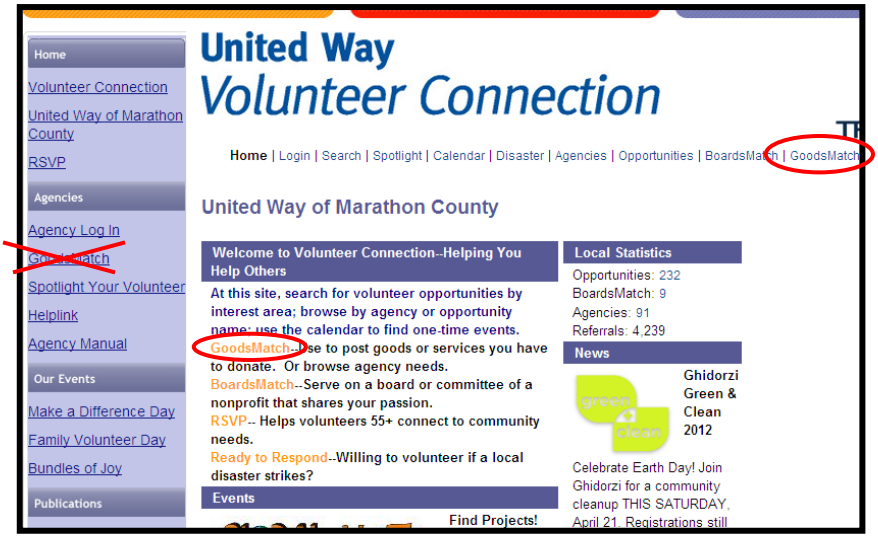


Posting a Donation Continued . . .

Second Screen

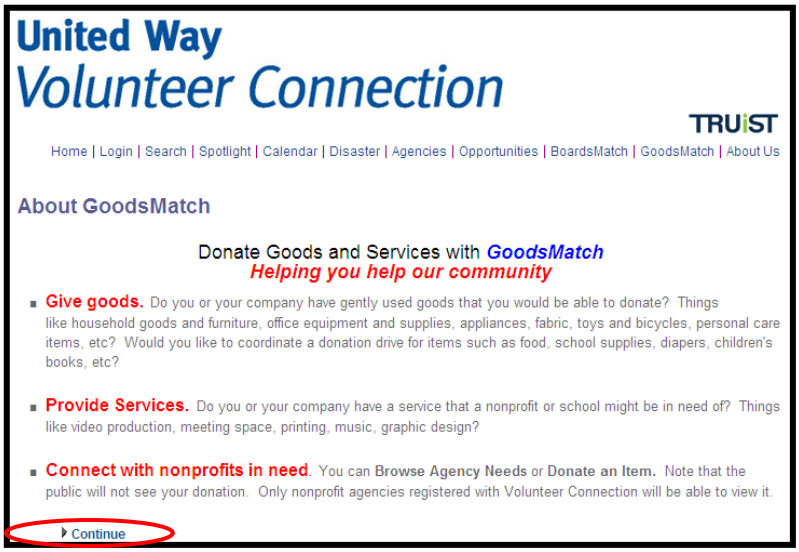
From the Welcome Page, click a **GoodsMatch** link either in the horizontal menu bar or in the welcome paragraph. **Do not choose the GoodsMatch link under Agencies options as that will not allow you to post a donation**. Only individuals, not agencies can post donations, even *if the donation is from an agency*.

IMPORTANT!
Do NOT log in as your agency.


Home
Volunteer Connection
United Way of Marathon County
RSVP
Agencies
Agency Log In
Spotlight Your Volunteer
Helplink
Agency Manual
Our Events
Make a Difference Day
Family Volunteer Day
Bundles of Joy
Publications
United Way
Volunteer Connection
Home | Login | Search | Spotlight | Calendar | Disaster | Agencies | Opportunities | BoardsMatch | GoodsMatch
United Way of Marathon County
Welcome to Volunteer Connection--Helping You Help Others
At this site, search for volunteer opportunities by interest area; browse by agency or opportunity name; use the calendar to find one-time events.
GoodsMatch--Use to post goods or services you have to donate. Or browse agency needs.
BoardsMatch--Serve on a board or committee of a nonprofit that shares your passion.
RSVP-- Helps volunteers 55+ connect to community needs.
Ready to Respond--Willing to volunteer if a local disaster strikes?
Events
Find Projects!
Local Statistics
Opportunities: 232
BoardsMatch: 9
Agencies: 91
Referrals: 4,239
News
Ghidorzi Green & Clean 2012
Celebrate Earth Day! Join Ghidorzi for a community cleanup THIS SATURDAY, April 21. Registrations still

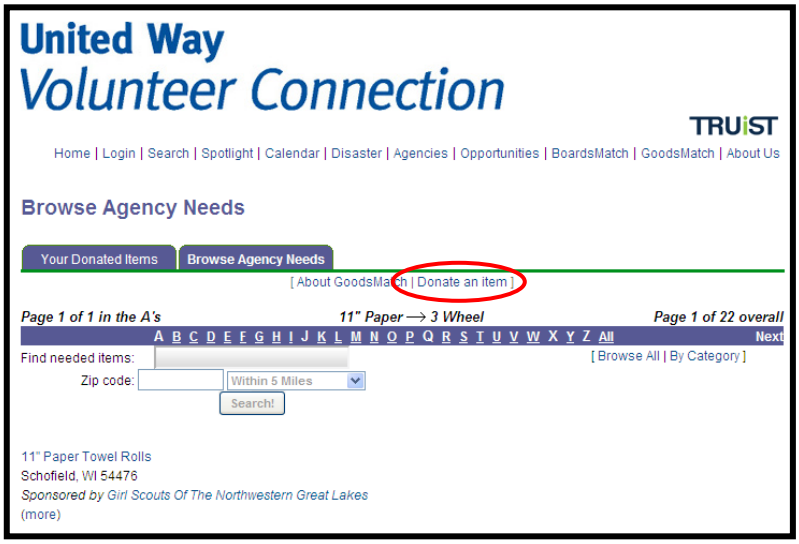
Third Screen

Read the description, then choose **Continue**.


United Way
Volunteer Connection
TRUIST
Home | Login | Search | Spotlight | Calendar | Disaster | Agencies | Opportunities | BoardsMatch | GoodsMatch | About Us
About GoodsMatch
Donate Goods and Services with GoodsMatch
Helping you help our community
Give goods. Do you or your company have gently used goods that you would be able to donate? Things like household goods and furniture, office equipment and supplies, appliances, fabric, toys and bicycles, personal care items, etc? Would you like to coordinate a donation drive for items such as food, school supplies, diapers, children's books, etc?
Provide Services. Do you or your company have a service that a nonprofit or school might be in need of? Things like video production, meeting space, printing, music, graphic design?
Connect with nonprofits in need. You can Browse Agency Needs or Donate an Item. Note that the public will not see your donation. Only nonprofit agencies registered with Volunteer Connection will be able to view it.
Continue

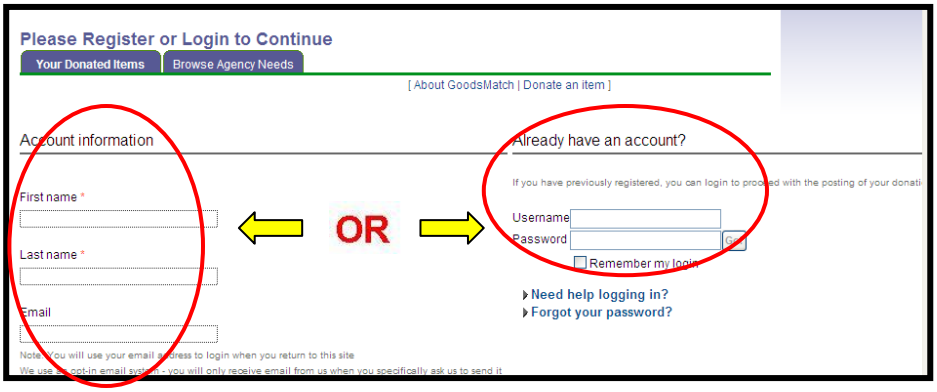
Fourth Screen

Click on **Donate an Item** found in the middle of your screen. (A list of all of the agencies' needs is displayed on this page.)


United Way
Volunteer Connection
TRUIST
Home | Login | Search | Spotlight | Calendar | Disaster | Agencies | Opportunities | BoardsMatch | GoodsMatch | About Us
Browse Agency Needs
Your Donated Items
Browse Agency Needs
[About GoodsMatch | Donate an item]
Page 1 of 1 in the A's
11" Paper → 3 Wheel
Page 1 of 22 overall
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All
Next
Find needed items:
[Browse All | By Category]
Zip code:
Within 5 Miles
Search!
11" Paper Towel Rolls
Schofield, WI 54476
Sponsored by Girl Scouts Of The Northwestern Great Lakes
(more)

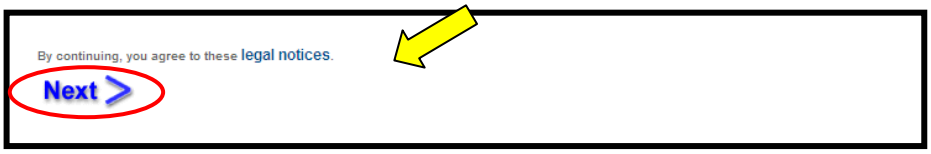
Posting a Donation Continued . . .

Fifth Screen



You must register as a volunteer (not an agency) **or** log in as a volunteer if you are already registered.

If you are registering as a volunteer for the first time, note that only asterisked items* are required. Click **Next** at bottom of form.



If you are already a registered volunteer, simply fill out the log in information on the right. Click **Go!**

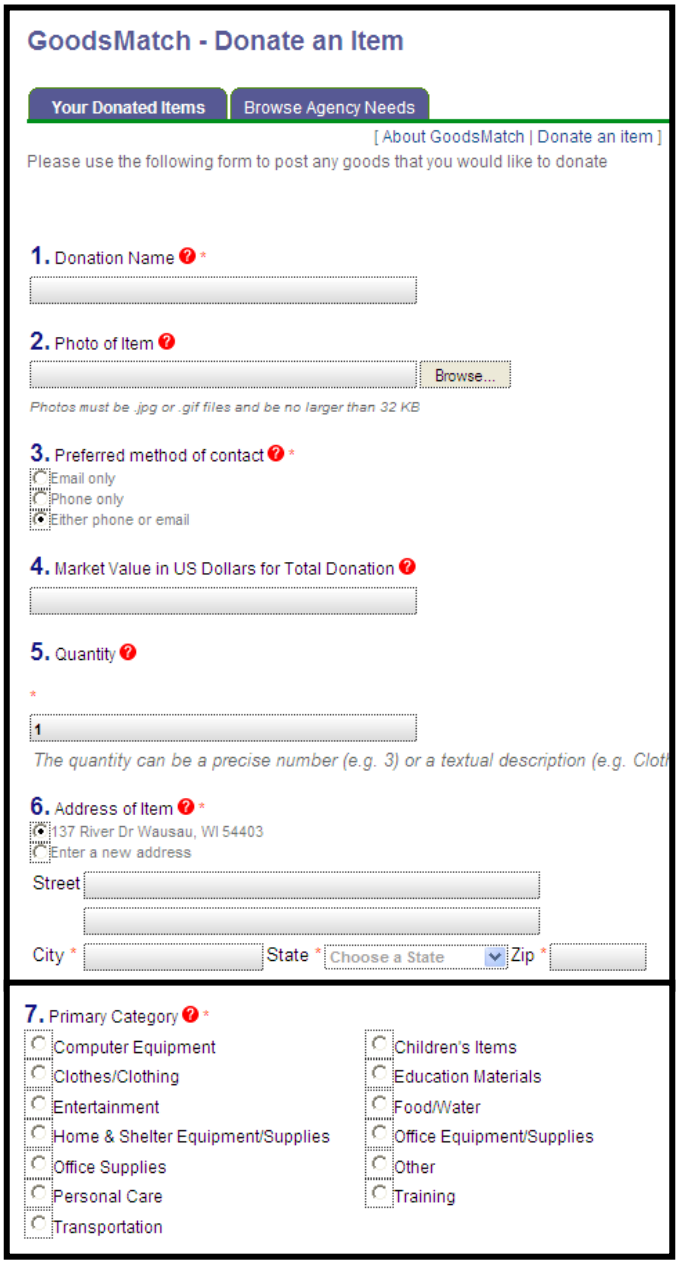
Sixth Screen

Complete the form to post any goods that you would like to donate.

You may attach a **picture**

Indicate a preferred **method of contact**

More about this form on next page . . .



Posting a Donation Continued . . .

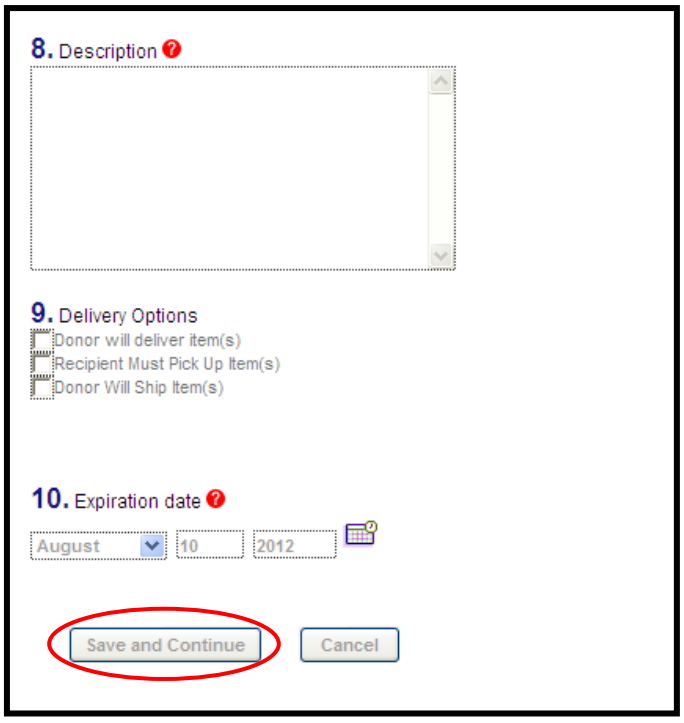
Sixth Screen Continued . . .

Here is the rest of the form . . .

Specify if **pick-up** is required

Expiration date is preset for 3 mos. from the date of posting. It may be changed. Once the expiration date passes, this **GoodsMatch** listing will "fall off" the website without action by you.

Click on **Save and Continue**



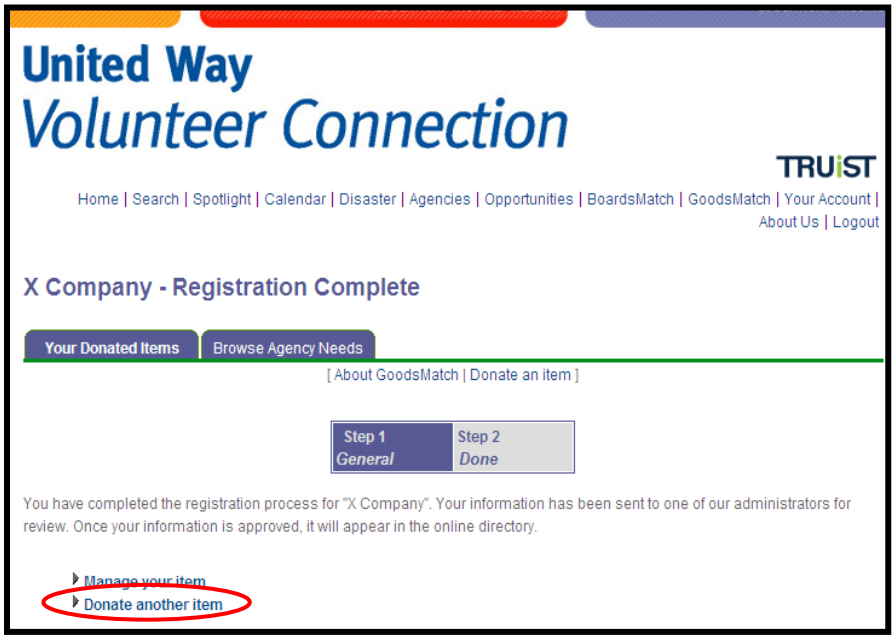
Seventh Screen

Your donation will appear online once approved by Volunteer Connection.

Complete another form if You have additional donations.

IMPORTANT!
Don't forget to remove the listing when the item is taken!

NOTE: Remember to log in as a volunteer with your own screen name and password, not your agency name and password, to manage GoodsMatch donations.


United Way
Volunteer Connection
TRUIST
Home | Search | Spotlight | Calendar | Disaster | Agencies | Opportunities | BoardsMatch | GoodsMatch | Your Account | About Us | Logout
X Company - Registration Complete
Your Donated Items
Browse Agency Needs
[About GoodsMatch | Donate an item]
Step 1 General
Step 2 Done
You have completed the registration process for "X Company". Your information has been sent to one of our administrators for review. Once your information is approved, it will appear in the online directory.
Manage your item
Donate another item

Updating Your Listings

Updating Your Agency Listing

1. Visit www.unitedwaymc.org
   Click on the ***Volunteer Connection logo*** in the left margin.

2. From the Welcome Page, choose ***Agency Log In*** from the *Agencies* section at the left. Enter your agency name and password; then click ***Go!***

3. Click on the ***Agency Listing*** tab.

4. At the top under *General Administration* is a bulleted item that states the expiration date. If there are no changes needed, click **update** after the expiration date, put a check mark in the box in front of each section (General Information, Contacts, etc) and click **update** at the bottom to renew the listing for another year. To make some changes, scroll down and edit each section as necessary. (By editing, you automatically update your listing for one year.)
   The Agency Listing is now updated!

Updating an Opportunity

1. Visit www.unitedwaymc.org
   Click on the ***Volunteer Connection logo*** in the left margin.

2. From the Welcome Page, choose ***Agency Log In*** from the *Agencies* section at left. Enter your agency name and password; then click ***Go!***

3. **If the opportunity is expired** or nearing expiration, the option to update it appears in the ***Tasks*** section from your homepage. Select the opportunity by clicking on it.
   a. If you need to change some information, click ***edit*** in the right margin for each section that requires changes.
   b. If no changes are necessary, click each check box below the green arrow. Click **update**.
      The opportunity is now updated!
      A new expiration date is set one year out and your opportunity is now featured on the Volunteer Welcome Page as an Updated Listing. It is also more likely to be chosen for a media listing since it was most recently updated.

4. **If the opportunity is not near expiration**, find the opportunity by clicking on the ***Opportunities*** tab. Active opportunities are automatically displayed and can be updated by clicking *Details* for that opportunity. You can edit information section by section. By editing just one section, the opportunity is considered updated.
   The opportunity is now updated!
   A new expiration date is set one year out and your opportunity is now featured on the Volunteer Welcome Page as an Updated Listing. It is also more likely to be chosen for a media listing since it was most recently updated.

5. **To see archived listings** for possible re-activation, click on the *Opportunities* tab then *Inactive Opportunities* or *All Opportunities* found just below the second row of tabs. Click *Details.* The expiration date will be shown in red. Click **renew** to enable the listing.

Updating an Agency Need in GoodsMatch

1. Visit www.unitedwaymc.org
   Click on the ***Volunteer Connection logo*** in the left margin.
2. From the Welcome Page, choose ***Agency Log In*** from the *Agencies* section at left. Enter your agency name and password then click *Go!*
3. Click on the ***GoodsMatch*** tab from your Agency Home Page. At the bottom of this page, click on ***Continue.*** All GoodsMatch items whether current, expired, disabled will appear.
4. Click on ***Details*** for the request you wish to update.
5. To change information, including the expiration date, choose **Edit this item.**
6. To remove the listing from the website but keep a record of it for future use, choose **Disable this item**. You can re-activate the listing at any time.
7. To remove the listing permanently, choose **Erase this item**.

Updating a Donation You Offered on GoodsMatch

1. Visit www.unitedwaymc.org
   Click on the ***Volunteer Connection logo*** in the left margin.
2. On the Welcome Page, scroll down to ***Volunteer Log In***, enter your screen name and password (this is **different** from your Agency name and password); then click *Go!*
3. You are back at the Welcome Page but it is customized with your information. Scroll down and in the right column look for *Your Donations.* Click **All donations.**
4. Click on *Details* to view a summary of all requests for your donation and options to update.
5. To change information, including the expiration date, choose **Edit this item**. At the bottom of this page, click on ***Save and Continue.***
6. To remove the donation from the website but keep a record of it for future use, choose **Disable this item**. You can re-activate the donation at any time.
7. To add a picture to your donation listing, choose **Upload a photo**.
8. To remove the listing permanently, choose **Erase this item**.